



Participant comments from Jeff Mowatt's presentation held October 2, 2004

"Jeff provided excellent 'Influence with Ease' tools to achieve our goals."

Tom Mossing, CEO

"Jeff's session was everything I hoped it would be."

John Allan, VP Relations

"Fantastic job! Jeff has effectively shown staff easy, authentic and effective ways to influence and service our customers both internally and externally. It will encourage our staff to present a more professional image to members."

Bonnie Johnson, Training Coordinator/HR Support

"This was fantastic. We were given tools to help achieve a common goal; creating a more professional environment."

Janis Stolson, Member Services

"I think this session will give employees another 'tool in their belt', to be able to not only serve; but to influence their customers."

Greg Nail, Director

"This is a great start to make the changes we need to make – very helpful!"

Kelly Walsh, Consumer Lender

"Jeff had a positive impact and will definitely help us to achieve our goals."

Jack Hiller

"Some excellent real life examples of how to be a sales person without being labeled as pushy."

Brian Jaman, Branch Manager

"It was great. Staff can use Jeff's sample conversations and key words. It will enthuse people when they start using these techniques and seeing the difference it makes."

Connie Stone, Executive Assistant

"Jeff's session was awesome. It will help me to build on trust and be more humble."

Karen Caughlin, Member Service Rep 1