



**Participant comments from Jeff Mowatt's  
"The Art of Public Service... Influence with Ease"  
presentation held November 7th, 2013**

***"We will rethink how we are communicating with our clients, our contacts and with each other."***

Anne Jarman, City of Edmonton Law Branch

***"Great ideas which will help each of us to change how we approach people and situations. Excellent presentation, thanks!"***

Josie Saporito, Legal

***"Jeff's session was entertaining and informative! I think that we will empathize better with customers."***

Claudize Pooli, City of Edmonton Law

***"This will certainly assist me in my day to day interactions with customers in all areas."***

Janice Galay, Risk Management Consultant

***"It was a very well delivered presentation. This will improve interpersonal relations with those in the office."***

Vern Wintonyk, Paralegal

***"Jeff was a fantastic presenter. Well done! I will use the tips from this presentation and to help 'tweak' what we are already doing."***

Dave Ainsworth

***"This was an engaging and valuable presentation. I believe it will benefit my clients' satisfaction with my services."***

Cara Patterson, Lawyer

***"Really good seminar! This session gives me a new way to approach matters with my clients."***

Ingrid Johnson

***"If everyone in our branch applies one tip it should raise the bar on customer service."***

Dean Sydlowski, Director of Corporate Services

***"This seminar was helpful, practical, and the tips will be easy to implement."***

Caroline Haydu, Claims Adjuster