



Clearwater County and Town of Rocky Mountain House
Participant comments from Jeff Mowatt's presentations,
The Art of Public Service... Influence with Ease, October 29, 2009

“Dealing with negative situations 80% of the time (issuing traffic violation tickets), this session gave me options on how to deal with the ‘customer’ in a more positive light!”

Brent Craig, Director-Protective Services, Town of Rocky Mountain House

“Makes one aware of the need for change in our approach to dealing with the public.”

John Marston, Director of Engineering, Clearwater County

“This training will positively change the culture of our organization; improving the quality of service we provide.”

Matt Martinson, Ag. Extension Lead, Clearwater County

“This has impacted me greatly. I did not realize how just a few small words can drastically change a situation.”

Cory Butler, Lifeguard, Town of Rocky Mountain House

“This will make my job easier while making the county a more enjoyable place to work.”

Trena Goudie, Admin Assistant, Clearwater County

“This will create a calmer environment and reduce hostility when dealing with public concerns and internal issues.”

Michael Rodriguez, Aquatic Staff, Town of Rocky Mountain House

“This has made me more aware of how to present myself; how what I say and how I say it can really have an impact on others.”

Teresa Webb, Asset Administrator, Clearwater County

“This will enable us to interact with the general public in a much more effective way. Hopefully they will see us in a more positively as people as well as town employees. I'd love to attend another session by Jeff.”

Tiarra McNult, Tax Clerk, Town of Rocky Mountain House

“Jeff did a great job! This will increase trust and credibility of my department and other departments within our county.”

Heather Gray, Finance & Admin Manager, Clearwater County

“I would like to have the Town do this session again and recommend more employees to come.”

Candi Bartsch, Finance & Administration Assistant, Town of Rocky Mountain House