



Participant comments from Jeff Mowatt's presentations held April 3, 2003

"If our people put even one or two of these ideas into practice it will elevate the perception of our department throughout the organization."

Mike Schmidt, Application Analyst

"Jeff brought awareness as to how easy it is to make or break trust with just a few words"

Carla Lee, Administrative Applications Support Analyst

"As a result of Jeff's program our customers will feel a greater bond with the Information Systems department and want our involvement."

Connie Keim, Senior Application Analyst

"I believe a session like this will provide momentum to move the IS department towards better customer service."

Peter Smith, IS Quality Assurance Specialist

"This program will help me think more about my client interactions, instead of taking them for granted."

Art Taylor, Application Analyst

"It reaffirmed the need for all IS staff to reflect on how we are treating clients vs how we should be in order to improve perception."

Allen Skalicky, Help Centre Supervisor

"This session provided concrete ways in which I can handle situations better and I believe it will impact the organization through improved co-operation."

Gertrud VanDerMey

"It's nice to have practical examples & demonstrations that allow people to see how it can/does work."

Gisela Mullan, CE Coordinator

"I hope this will tone down IS egos."

Joni Schoroth, Help Centre Attendant

"The program will help us better relationships with our customers and each other."

Cindy Hebert