



Participant comments from Jeff Mowatt's presentation held November 1st, 2006

“By implementing many of Jeff’s suggestions our creditability and stature with our customers will improve.”

Dwaine Stroh, Supervisor, VIHA

“Jeff provided useful strategies that people will be able to use right away.”

Elizabeth Sigalet, Assistant Director Health Projects, Interior Health

“I think after Jeff’s session I will be more sensitive to subtle communication and how it impacts my interaction with others.”

Jeff Walker, Environmental Tech. BC Hydro

“This session will enable us to influence operators more effectively and improve compliance. I also learned methods on how to communicate with complainants that should improve public’s perception of us.”

John Younger, EHO, Northern health Authority

“This will generate better respect for organization and emphasized public relations.”

Stephanie Hutchinson, EHO, Vancouver Coastal Health

“This will improve client service especially dealing with the communities I look at. As well with help in dealing with my colleagues and supervisors.”

Opel Vuzi, Environmental Health Officer

“I will be utilizing the techniques learned in this seminar in my daily interactions.”

Karen Rehbein, Public Health Inspector, Vancouver Coastal Health

“After this session we will be engaging clients with a new approach. I’ll keep an active assessment of my own actions to grow positive change.”

Keir Cordner, Health Office VIHA

“This will make us more efficient in getting cooperation from our clients.”

Martin Macleod, EHO, Fraser Health Authority

“This will help in communicating with clients.”

Jody Lynn Tozer, EHO, Northern Health