



**Participant comments from Jeff Mowatt's presentation held November 11, 2005**

*"Jeff gives easy to use tools to improve customer service and take responsibility."*

Don Davies, President

*"The session will have a positive impact. It was a great morale booster."*

Jennifer Milz, Community Manager

*"I believe I have been given a different approach. I found it was easier to put the blame elsewhere – lets just do it, as a team there should be no I."*

Lina Vaccaro, Accounts Rec – Junior Accountant

*"I think Jeff's session will help me in a lot of aspects at life and at work. How to organize myself and lower stress."*

Stephanie Rizzuto, Accounts Receivable-J.Clerk

*"Jeff did his homework. By placing the focus on what is important, our action plans will fall into place."*

Jan Petrie, Community Manager

*"I think this training will have a positive effect for everyone as we recognize we are in the same boat."*

Barbara Lynch, Legal Supervisor

*"Jeff's session was impeccable, informative and entertaining. Very impressive!"*

Beverly Fahlman, Community Manager

*"Jeff provided interesting suggestions to some common issues in the office that will decrease stress and increase productivity and communication."*

Chantelle Follack, Accounts Payable

*"Excellent! This session put things into perspective."*

Hounda Bellhadj, Intermediate Accountant

*"This will impact us in a positive way – there'll be less arrogance."*

Barb Ularobey, Rental Assistant/Condo Association