

CREDIT UNION TRAINING SEMINAR

Participant comments from Jeff Mowatt's presentation held September 24, 2003

"This seminar was great! It opened my eyes to how easy it can be to get people to trust and respect you. We definitely need this to get us back in the groove!"

Rhonda Neron, MSR, Yellowhead Credit Union

"Lots of great ideas that I am sure will be the topic in the lunch room tomorrow. I enjoyed the session very much."

Carol Weinbeer, Investment Specialist, ECECU

"Jeff's session will encourage us to build our customers up and make them feel important rather than us coming across as arrogant and unhelpful."

Lisa Breiticreuz, Member Services Rep, Wetaskiwin Credit Union

"This really opened my eyes to the way I interact with others. It's helped me to understand the needs of others."

Jamie Korrey, Operations Specialist, Emergency Services Credit Union

"This program has made me look harder at how I respond to different issues. We often hear the same thing over and over, we tend to fall into ruts. With these ideas we can get out of those ruts."

Linda Wilk, Supervisor of I&D, Border Credit Union

"I like the weekly tips and newsletter to remind and give pointers that will be arriving when we're in the middle of doing our jobs – just when we need it and in small sections, not one lump sum."

Cindy Geiger, Member Services Rep., Yellowhead Credit Union

"It was perfect!!"

Shirley Werbicki, Manager Information Services, Yellowhead Credit Union

"Jeff provided tools and confidence to amend our cross-selling techniques."

Monique Labossiere, Supervisor – Admin, Beaumont Credit Union

"I think Jeff's ideas will help improve the way we look at our customers and one another."

Nicole Mathews, Member Service Rep II, Yellowhead Credit Union

"Jeff's ideas will help us perfect how we deliver service to our members and how we build relationships with them."

Kirsten Hutchison, MSR, Commonwealth Credit Union