



Participant comments from Jeff Mowatt's presentations
***"The Art of Client Service... Influence"* with Ease held February 9th – 13th, 2009**

"Very effective session. Based on interviews and audits, Jeff did an excellent job of tailoring the presentation to our specific needs and challenges which should result in an immediate improvement in how our staff deal with customers."

Debbie Dehancey, Deputy Minister

"Jeff's presentation was great! We will be able to handle situations (often difficult) more effectively. More training would certainly be beneficial!"

Melissa Murphy, HR Officer

"This will result in fewer questions/complaints being escalated to Minister/Deputy Minister"

Alison Welch, Director, Employee Services

"This helps us understand that improving customer service is about changing your attitude."

Shaleen Woodward, Director, HR Strat & Policy

"Jeff's session provided valuable tips for all to better serve our clients, work as a team, and create a better work environment."

Delynn Blandford, HR Helpdesk Officer

"This was awesome. It will allow better/more efficient work between divisions within HR, less resistance to requests, and less blame throwing."

Kim MacNearney, HR Officer

"This will improve customer service and help us be more efficient and effective."

Vincent Gauthier, Manager, Allied Health Recruitment

"Very insightful and entertaining. This will help with the customers' perception of HR having honest, helpful and responsive payroll person creating positive employee and payroll relations."

Valerie Stuparyk, Payroll Officer

"I loved it!"

Karen Wedel, HR Benefits Intern.