



Government of the Northwest Territories – Income Security Division
Participant comments from Jeff Mowatt’s presentations,
The Art of Customer Service... Influence with Ease
and Avoiding Round One held November 6th, 2009

“Excellent session. I believe it opened our eyes to the customers we deal with. Provided tools on how to handle different situations.”

Mike Soloy, Student Case Officer

“Jeff’s seminar gave us a new perspective on how to deal with our clients. New tools and phrases.”

Kathy Monkman, Student Case Officer

“This will enhance our overall impression with those we deal with each day; clients and each other.”

Corrie Bernard, Financial Officer

“I think as a result of this session we will interact more effectively within our division.”

Cory Holzer, Student Case Officer

“This gave me broader experience and exposure to effective problem solving techniques that I can implement in my daily life on all aspects.”

Hibe Nasser, Program Auditor

“This will result in less conflict between staff and customers.”

Kim Burton, Program Specialist

“This was a positive seminar. We learned a number of techniques on how to deliver unpleasant news to customers.”

Aranka Raffai, Manager, Audit & Income

“I will utilize these skills on monitoring my behavior to work with the different people in my world.”

Karen Willy, Trainer

“Jeff’s session will help me to communicate with my clients more effectively.”

Nusrat Iqbal, Finance Officer

“This definitely reminds us that there is a story behind every person’s ‘word picture’.”

Nicole Beauchamp, SFA Supervisor