



**Participant comments from Jeff Mowatt's presentation "Avoiding Round One"  
for Managers held June 17, 2009**

***"The information was great! This should make our division more approachable and the clients should feel better about the level of service."***

Kevin Whitehead, Client Service Manager

***"This will help me to deal with my staff easier. I like the heat-of-the moment techniques."***

Caroline Larocque, CS Manager

***"Jeff's session provides managers with tools and techniques to effectively deal with clients, co-workers and employees that are difficult."***

Sharilyn Alexander, Direct, Corporate HR

***"This will help me be more 'thoughtful' in my behaviors."***

Carol McKie, Client Service Manager

***"This will help make difficult interactions much easier and should result in streamlined work."***

Shad Turner, Client Service Manager

***"Baby steps that hopefully will begin to shift the culture from a 'can't' to a 'can'."***

Gordon Ross, Manager Recruitment Support

***"Jeff provided tools to manage conflict in both personal and work relationships."***

Valerie Janz, Client Service Manager

***"This will increase customer satisfaction and enhance staff moral."***

Pam Reid, Client Service Manager

***"This helps us open the doors of communication."***

Vincent Gauthier, Manager Allied Health

***"This training will help improve client/colleague relationships and the image of HR."***

Hazel McKiel, Director, Management & Recruitment