



**Participant comments from Jeff Mowatt's presentations held June 20<sup>th</sup> & 21st, 2005**

*"Jeff illustrated in real situations how we can improve all dealings with our customers. It's not about giving-in or saying yes, it's about delivering information in a better way."*

Marg Caraveth, Claims Manager

*"This will change perceptions about who the customer is and how to treat them. Claims often perceive customers as the rate increasers and not the 'customer'. I will apply all I've learned today to improve upon all customer experiences."*

Lesley Raymond, Claims Adjuster

*"Please hold a full day session! Jeff's session provides good reminders on dealing with people. He kept our interest which is not always easy to do. Jeff made me realize/remember that I am an important part of the customer's experience!"*

Peggy Baadsvik, Claims Adjuster

*"Jeff provided insight into better handling of aggressive and angry customers in-person and on the phone. The three key points will be a valuable tool."*

Susan Jansen, Claims Adjuster

*"I really like how Jeff addressed that our customers may feel that we are arrogant and we need to recognize that. If we can work on that and our language and wording as he mentioned it will be very effective to improve customer satisfaction."*

Kerry McLaughlin, Instructor II

*"Perfect for this group. This session will cause people to think differently and handle volatile situations with respect."*

Sandi Bain, Regional Manager

*"I am more confident in my ability to deal with customers, especially difficult customers, than I was before this session."*

Jennifer Morgan, Claims Adjuster

*"If this is our corporate goal – then we need more time on this topic."*

Erin Hamilton, Claims Adjuster

*"Jeff's session brings to our subconscious knowledge to a conscious level so that we will practice it and be more aware of our behaviours in influencing."*

Glenda Morrall, Claims Manager