



**Insurance Institute**

## **INSURANCE INSTITUTE OF MANITOBA**

**Participant comments from Jeff Mowatt's presentations held April 22, 2010**

*"I wish all staff were here. Great customer service skills. My staff will benefit by following my lead with customer service and the new language skills I learned at Jeff's session; that is until they too take Jeff's workshop. Highly recommend this."*

Brian Coughlin, Caughlin Insurance Brokers

*"Jeff is an awesome speaker. He made me realize how important the customer really is."*

Kim Klassen, Underwriting Support, Red River Mutual

*"Amazing presentation! Very informative. Jeff has given me new ideas and will make me more aware of how I deal with people at work but also in my personal life too."*

Jacqueline Fournier, Insurance Broker, Le Bon Ami Insurance Brokers

*"It was excellent. I will implement these concepts with my direct reports and will share what I've learned with them."*

Melanie Barbosa, Supervisor, Aviva Insurance Company of Canada

*"The tips and principles Jeff shared are very easily applied to my workplace and I am feeling quite eager to use them!"*

Jeff Krahn, Residential Underwriter, Red River Mutual

*"Excellent. Jeff has made me more customer aware."*

Darrel Angers, IV & DI Clerk, Manitoba Public Insurance

*"This reinforced and expanded my customer service skill set. This works as a benefit for me as well as my company."*

Deborah Charles, Commercial Sr. Adjuster, Manitoba Public Insurance

*"I will bring this information back to the CSR's in the 15 branches."*

Sandy Bergen, Service Leader, BSI Insurance Brokers

*"The more we can use Jeff's tips the less stress for everyone."*

James Barnett, Independent Adjuster, Westman Claims Adjuster Ltd