



**Insurance Institute**  
**The Insurance Institute of Manitoba**

**Participant comments from Jeff Mowatt's  
"Influence with Ease" and "Avoiding Round One"  
presentations held December 6th, 2012**

***"Jeff's seminar was eye opening, funny and thought provoking! Everything I learned will also help my personal life; especially raising my teenage daughters."***

Leslie Nimchuk, Underwriter, Wawanesa Insurance

***"Jeff's session on customer service changed my attitude towards my clients."***

Joanne Neufeld, Claims Adjuster, Manitoba Public Insurance

***"This seminar has given me the tools to achieve long term results in resolving conflicts both personally and professionally."***

Vanessa Heichert, Sr. Product Specialist, Wawanesa Insurance

***"Jeff's seminar was very interesting. I will put together some things that I can share with co-workers and managers for our next meeting that I feel will benefit us all."***

Cisele Gandza, Underwriter, Grain Insurance

***"This will enable me to deal more effectively with both internal and external customers within our industry."***

Sherry Birnie, Underwriter, Grain Insurance

***"I will be sharing all this information with the rest of our employees."***

Alice Edwardsen, Insurance Broker/Supervisor, Valour Tri-West Insurance Brokers

***"Jeff has provided with a better way to word certain problems when dealing with clients."***

Claims Adjuster, Portage Mutual Insurance

***"I will talk to my co-workers, Brokers and family with a more positive manner."***

Noelle Kiesman, P/L Underwriter, Wawanesa Mutual Insurance

***"Jeff's information will help me to deal with aggressive people; both in my personal and professional life - just by changing my words."***

Amanda Jones, Personal Lines Underwriter, Wawanesa Mutual Insurance