



Insurance Institute

INSURANCE INSTITUTE OF SOUTHERN ALBERTA

Participant comments from Jeff Mowatt's presentation held October 29, 2008

"Jeff's presentation was very good, useful and entertaining. I think I will be more aware of how I am going to talk with my clients. The terms/phrases I use will be more carefully selected and I will avoid any and all jargon."

Livia Wong, Commercial Insurance Broker, Blue Circle Insurance

"This gives me a more positive way of dealing with our customers."

Kris Moriarity, Assistant VP, JLT Canada

"I will take this back to my direct reports and encourage them to practice these techniques."

Pat Walker, Manager, AMA

"This brings back the basics you tend to forget as we are now in such a busy, stressful world."

Mitzi Olsen, Broker, Toole Peet

"This will result in more effective communication between customers and co-workers."

Barb Lee, Personal Lines Underwriter, Wawanesa Insurance

"This information was great! It will impact us in positive ways."

Joanie Ewasko, CSR, The Dominion

"This helps us to provide better service to people. Build stronger relationships with customers and co-workers. Build personal skills and understanding the daily impact on others by what we do."

Fitri Hadiwardojo, Commercial Auto Underwriter, AXA Pacific Insurance

"I will take this information back to my team and use it for coaching on a regular bases."

Karen McDougal, Agent Manager, AMA Calgary Crowfoot

"This raised our awareness of how we serve our clients and what other industries are doing."

Cindy Ferreira, VP Operations, Toole Peet Insurance