



**Participant comments from Jeff Mowatt's
Leading a Customer Focused Team seminar
held November 23rd, 2011**

“This will impact us positively!! More of these sessions would be helpful; not only for the company but also for employees in their personal lives.”

Jay Gibbons, Manager

“This will help me to deal with customers and employees in better ways.”

Kent Sutley, V.P Meters/Instrumentation

“What I do will filter down to the employees whom I supervise. As a manager I want to lead by example.”

Eve Josue, Accountant

“I will make more effort to recognize individuals in the four ways discussed.”

Brad Vonkeman, Safety Coordinator/ Purchasing

“I gained valuable knowledge that will impact how I deal with customers and how we as a company should deal with customers.”

Mark Lizee, V.P. Business Development

“This makes me stop and think how I approach employees and customers.”

Trent Hofmann, Branch Manager

“I will know how to better explain things more effectively to employees and customers.”

Todd Hansen, Manager

“It will impact how the employees are treated. Therefore the company will grow, be successful and be known as a good company in within the industry.”

Cindy Campbell, Payroll/Benefits/HR

“This will result in more productive interaction with employees on issues that affect their daily responsibilities.”

Barry House, Valve Coordinator