

Lac La Biche County

Participant comments from Jeff Mowatt's
"The Art of Public Service... Influence with Ease" and
"The Art of Customer Service... Influence with Ease"
presentations held August 22, 2013

"I am hopeful this will be the beginning of better relations between county staff and our community. Bringing our community together."

Kelly Hovenke, U.T Operator

"Jeff's seminar was awesome. This will help us deal better with customers and on the phone with complaints."

Alice Routhier, Project Support Clerk

"Jeff provided a lot of great ideas and will discuss this further at staff meetings."

Doug Topinka, Manager P&D

"This will help me to explain these guidelines to fellow employees so they will be received positively."

Don Minard, Operator

"This has taught me to be more patient when dealing with irate people as most of the ones I deal with are regarding complaints."

Helen Wells, Transportation Services Coordinator

"This training will help us develop better relationships with coworkers and positive attitudes towards county employees."

Mark Wells, Parks Foreman

"This will change the way we have any ideal talk (interact) with customers."

Rose Bahri, CSR Supervisor

"I'll be more aware of what I say and how I say it and in the service I give to customers."

Monette Gauthier, Community Engagement Liaison

"Very appropriate, humorous, informative and professional seminar. I think how I respond/communicate with internal customers is probably the most important think I can do to improve our organization."

Terry Tichonuk, Operator II Parks & Open Spaces