



Participant comments from Jeff Mowatt's presentations held October 19th, 2006

"Jeff's presentation was the best one since I've been with NorthShore Credit Union. It was relevant to the corporate direction and to the challenges that branch managers have in moving the vision forward."

Andrea Conn, Branch Manager

"This session provided strategic direction and allow for the retail team to move in the same direction. Learned many lessons to enhance my comfort in employee motivation."

Nayna Karmay, Manager Financial Services

"This was great! Jeff's seminar will have a great positive impact so long as my Manager allows me the same authority as I delegate to my staff."

Nick Papoutsis, Branch Manager

"Jeff enables you to take day to day 'obvious' (or so we think) things and provide clarity."

Azmir Jiwa, Branch Manager

"The lessons we learned here about building loyalty and trust will improve customer relationships and ultimately results."

Karen Wilkins, H.R. Manager

"By using this information it will hopefully drive up customer service resulting in increased growth for the credit union."

Graham Pearce, Branch Manager

"Jeff's information will make us focus on always improving – 99% satisfaction still leaves many unsatisfied members."

Alan Haigh, Branch Manager

"Jeff has given me new guidelines for coaching my team."

Bonnie Ray, Branch Manager

"As my role is in learning development, Jeff's session will help when training others – the power of words!"

Shawn Needham, Learning & Development Advisor