



**Participant comments from Jeff Mowatt's  
"The Art of Public Service... Influence with Ease presentation held Sept 14, 2010**

***"This helps us with conflict resolution and improving all our working relationships."***

Terry McMahon, Mayor, Village of Consort

***"Jeff's session was very thought provoking. I wish I had brought more staff."***

Owen Francis, Administrator, Special Areas Board

***"Awesome! This will improve our customer service and business."***

Janice Kroetsch, Public Works Assistant, Flagstaff County

***"This will help support our customers."***

Gary DeVloo, Mayor, Town of Castor

***"This gives us tools to be more conscious as to respecting people. Our positions in the council need to be empathic to see it grow."***

Mandy Fuller, Program Coordinator, Paintearth Community Adult Learning Council

***"This helps us to understand people better and treat them with more empathy."***

Darryl Tkach, Foreman, Village of Veteran

***"This helps me to deliver 'remarkable' customer service through the little things that make a big difference."***

Gilbert Quashie-Sam, Planner, Kneehill County

***"This will make our reputation better as a county with our ratepayers."***

Quinton Beaumont, Assistant Agricultural Fieldman, County of Paintearth

***"It was great! I will be able to better answer 'clients' and the way I handle day-to-day issues."***

Rachel Hobbs, Administrative Assistant, East Central Ambulance Assn.

***"This will assist me to maintain and enhance my 'customer service' with my Board of Directors. I constantly need to encourage positive thinking."***

Leila Greobel, EDO, East Country Economic Development Society