



**Participant comments from Jeff Mowatt's presentation,
The Art of Customer Service... Influence with Ease, held August 31, 2010**

“Jeff’s session opened my eyes. He showed how to be more empathetic to the members’ needs during collective bargaining.”

Bruce Kosmack, Business Representative, IUOE Local Union #955

“This has been a very informative session. I think the ideas presented when put into practice will be very beneficial to our organization and members.”

Kevin Thomas, Business Representative, IUOE Local Union #955

“It was all good. It was interesting to see that how we say something is sometimes more important than what we say.”

Bruce Moffatt, Business Manager, IUOE Local Union #955

“I will be able to communicate more positively with members and clients.”

Gord Nielsen, Business Agent, IUOE Local Union #955

“I work in Edmonton – recruiting & services are very important. I can use these ideas in a number of situations.”

Sandy Moffatt, Concordia University College

“Jeff’s presentation taught us how to communicate more effectively.”

Sheldon McKenna, Business Agent, IUOE Local Union #955

“Some changes will now be made when answering our phones after listening to what Jeff had to say.”

Greg Hoath, Business Manger, IUOE Local Union #772

“This will enhance consistency from the organization when interacting with customers and clients.”

Frank Larr, Members Rep, IUOE Local Union #115