



**Participant comments from Jeff Mowatt's presentation,
"Avoiding Round One" held November 20th, 2009**

"It was great! Jeff's ideas will help in resolving conflict situations."

A. Prauling, Area Supervisor

"This session would also be great for Providers in dealing with parents."

Kim Connell, Owner

"Excellent tools for dealing with conflict and difficult people and also getting my point across."

Kngrid Lottermoser, Supervisor

"Jeff gave helpful tips to be more effective when dealing with difficult people and how to gain respect."

Karen Millbank, Area Supervisor

"This gives me tools to work with staff and communicate with parents."

Margaret Betty, Area Supervisor

"This is relevant to providing positive and professional customer service – which is the corner stone of our business."

Jennifer Andrew, Area Supervisor

"This makes me think of ways that would make the situation better when dealing with conflicts."

Cindy Roberts, Supervisor

"Jeff's session was great fun!"

Melaine DiMarco

"This will help to readjust the way we deal with all difficult people."

Doris Lottermoser, Owner/Area Supervisor

"This will improve our professionalism."

Lindell Annan, Area Supervisor