



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held October 23, 2014**

“Jeff gave us simple tools that can immediately improve our customer service and patient experience.”

Dr. Ian Miller, Owner/Dentist

“Jeff’s presentation was excellent. I was captivated. I was worried that the session would be more geared toward how to sell something but I found it was more designed as ‘how can I be more helpful in what I do by changing my words!!’ That I found to be an amazing concept.”

Dr. Noreen Richter, Dentist

“This was excellent! It will not only help me to communicate better with patients and team members, but also in my everyday life.”

Tamara Jensen, Dental Hygienist

“It was awesome. I’m looking forward to building or improving relationships with patients, co-workers and people in my life. Showing good listening skills and empathy. Better transition words and sentences.”

Sarah Johnson, Dental Assistant

“Changing the way we speak and what we say – the wording of common phrases can make a huge difference in the way people perceive us and the services we provide. They will understand we want what is best for them, not just what will make us the most money.”

Julie Ormann, Dental Assistant

“Very informative, well presented and easy to utilize tips. This has made me realize in both personal and professional life that genuine trust and care will make a difference in my life.”

Jody Becker, Dental Assistant

“I think this was a valuable tool for work but also in other day to day interactions outside of work.”

Olivia Fletcher, Dental Hygienist