



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held February 12, 2015**

"I really like the simplicity of Jeff's message! It is something that is easy to execute and it all applies to everyone."

Pat Van Bakel , President & CEO

"Great seminar. Fantastic tips and phrases to improve our interactions with our co-workers & clients. Simple phrases that can result in BIG changes."

Kelly Stevens, Branch Manager

"Jeff's tips will help us improve our interactions with our customers. Tied-in very well with our other guest speaker."

Jim Eso, Senior Vice President

"Jeff session was great. This will change my perspective and how I interact with my team. This will help to change how they work with our clients daily."

Lance Malcolm, Chief Operations Office, Crawford Contractor Connection

"By making these changes we can dramatically change our perception and position ourselves much more effectively."

Graham Carstairs, Branch Manager

"Very good tips and very entertaining. My clients are internal, so these can be implemented immediately! Goal is to improve service and perception of service."

Scott Nader, Chief Counsel

"We need to share some or all of these tips. They are great, small impactful words and phrases that have positive outcomes."

Walter Waugh, Vice President

"Excellent presentation. Provided tools to take a new approach by using key phrases."

Shelley Landry, Director of Operations

"Jeff's tips are so simple so I know we will be able to implement these as opposed to other sessions with overwhelming action items."

Jennifer Virley, VP Central Intake