



**Participant comments from Jeff Mowatt's
The Art of Public Service... Influence with Ease
seminar held November 12, 2015**

“Fabulous presentation. Second one I’ve seen in 5 years, great refresher. We need these more often.”

Debbie Clark Waste Services/Transportation Admin.

“Really good session. It generates a better understanding of key words in communicating and understanding our clients.”

Colin Gainer, Planner

“Jeff’s session was great. Extremely helpful, especially with my being new to the Public Sector.”

Mandy Wong, Development Officer

“When in a busy and high stress environment it can be challenging to think before responding. By slowing down and using different language I can make the day for the customer and myself that much better.”

Sian Anderson, FCSS/Volunteer Administrator

“I learned valuable lessons that I can apply to my job. 95% of the phone calls I receive are when people are angry because I’m the bearer of bad news.”

Cindy Power, Planning Assistant

“It will help in a lot of areas with customers; but more importantly with co-workers.”

Deanna Weder, Administration Assistant

“Well done! Choosing our words carefully will impact our ability to be a trusted advisor.”

Shane Olson, Economic Development Manager

“Jeff’s presentation keeps everyone listening and on their toes. This session will impact my day to day interactions with customers and co-workers.”

Daniele Laflamme, A/R Clerk

“Clients are increasingly stressed – these simple tools will ensure they are treated with respect and will create a more positive client/advisor interaction.”

Sherri Mullen, Coordinator