



**Participant comments from Jeff Mowatt's
The Art of Public Service... Influence with Ease
seminars held March 9, 2016**

"It was fantastic! Rephrasing our words and recognizing the 7 expectations from customers will help us to assist customers and better understand their needs."

Shannon Bremner, Admin Assistant-Engineering

"The more people that can participate in seminars like this can boost staff and customers outlook. Loved the 'positive'. This would be nice to have Jeff's presentation available in the evening for staff not available during the day. Very valuable information was provided."

Pam Palmer, Guest Service Coordinator

"I could sit and listen all day. Such great advice. Working with clients will be easier now that I know how to ensure they are heard and by expressing empathy."

Saralyne Jackson, Liesure Service Assistant

"Excellent. This will help us put a more positive spin on our communication with the public and residents."

Myrna Solila, Exec. Assistant to the GM – Infrastructure Planning

"We often deal with residents who are not at their best place in life. We want to help them feel empowered and not minimalized/marginalized. Using Jeff's tips will help us do that."

Trudy Vroegh, Admin Assistant – FCSS

"It was a wonderful afternoon spent. I found the seminar to be good medicine. It is always good to have reminders to ground us again. A good refresher."

Cheryl Deloteau, Facility Operator

"Great presentation. I will share the information I learned today with my supervisor/organization and coworkers. I will be more aware when having conversations with customers to choose my wording wisely using the Top 7 Tips."

Rhonda Herrick, Accts. Receivable/Reception/Cashier

"Jeff's presentation is very well done. It has given me many helpful ideas for communication with coworkers and family."

Elie Klimp, Accounts Payable