



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminars held June 22, 2016**

“Everything was great. Examples were relatable! I know this session will help me grow in my career as well as in my personal life.”

Allise Fradgley, New Business Manager

“This will help our business excel in customer service. People want to be heard. We can't just be 'order takers' in an industry where we should be helping and advising.”

Cyndi Ley, Underwriting

“Really great job. I think that if we use the right word choices we will have more loyal and trusting clients.”

Christina Hitchings, Insurance Analyst

“Great session. This can help in all my life, home, and work relationships.”

Laura VanderVeen, Accounts Manager

“I really enjoyed Jeff's presentation. I have learned a lot about communicating: how to speak clearer to clients and how to have more empathy.”

Shelley Holmberg, Receptionist

“Jeff is inspiring. This session will elevate the professionalism and customer service experience that we strive for.”

Nicolle Sokulski, Underwriting

“This will result in increased connection with clients, greater confidence in dealing with all types of clients.”

Jason Ley, Sales Manager

“It was a great presentation. This will make us think how we could communicate better both internally and with customers.”

Ashley Stanaway, Sales Account Manager

“This helps us deal better with clients and work towards being great service providers; not only as individuals but as an entire team.”

Tricia Shumate, Processing

“If everyone takes just one idea away from this they will be better people and that would be fantastic for us.”

Karen Hoflin, Vice President