



Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held September 15, 2017

"I plan to review Jeff's presentation with our staff so everyone can benefit from these key ideas."

Eddie Sandboe, President GPR Industries, Grande Prairie

"I really enjoyed Jeff's seminar. This will help me to better interact with my customers. Words and phrases used more wisely will help keep customers loyal."

Ed Stoller, Sales, Southern Rewind, Lethbridge

"I look forward to utilizing these easy power phrases and making positive adjustments when communicating."

Paul Logozny, Sales, Electro-Wind, Quelph

"This will help create better communication with our customers."

Dwayne Graham, Owner, Southern Rewind, Lethbridge

"Choice of words has a huge impact. Jeff shared how being selective can pay dividends when you pause, think and then speak rather than just react."

John Blimkie, Teco-Westinghouse, Calgary

"From this session I'll focus on my delivery when interacting with customers. As Jeff mentioned, 'you don't know what you don't know.' I didn't realize how much I still have to learn."

Shaun Nelson, Technical Support/Estimator, GPR Industries

"Jeff touched on subjects most shops like ours don't consider. It was an eye opener."

Cory Rousell, Manager, GMR Electric Motors Ltd, Saskatoon

"We will make use of this terminology to make customers feel more engaged and important."

Mel Hitchings, President/Owner, GMR Electric Motors Ltd, Saskatoon