



THE **AURUM** GROUP **DSD** LAB

**Participant comments from Jeff Mowatt's  
*Becoming a Trusted Advisor*  
seminars held Nov 27, 2017**

***“This was a great seminar and very effective! It will strengthen my relationships in my work and personal life. I never realized how changing a few key words can impact your message.”***

Brittany Teixeira, HR Assistant

***“This was excellent! It will keep our customers happy; which will keep us all employed.”***

Doug Boisselle, Payroll Specialist

***“Lots of great tips. The subtle underlying tip of personal branding is the most important to me.”***

Michael Brawn, Accounts Receivable

***“It was really informative and a great presentation. If everyone can think like a team then it will be easier to communicate and help our customers.”***

Kristin Wills, Payroll Specialist

***“This will change how we interact with each other. It will change from people being on the ‘back bench’ and move them to the fore front.”***

Steven Murray, Quality Assessment Analyst

***“It was perfect. Good to learn new information that we can use in the near future.”***

Jayr Demapelis, Shipping

***“Excellent! Beyond my expectations!”***

Debby Low, Receiver – Service Department

***“This session will help me remember to think and plan the way I talk to clients, co-workers, friends and family.”***

Mitchell Tenkins, Marketing Coordinator

***“It was excellent. It will give everyone more confidence. Having the video of the session and tools will encourage ongoing commitment.”***

Carla Oxtoby, Customer Service Office Manager