



Participant comments from Jeff Mowatt's  
***Becoming a Trusted Advisor***  
seminar held June 8, 2018

***"Already I've heard people in attendance from this session how they loved it and how it was enlightening."***

Sarah Wong, Senior Service Coordinator, Haakon Industries

***"Over the years, I've attended all sorts of high level sales and service training. Jeff's session by far exceeded any of them."***

Jack Hole, Partner

***"This will greatly improve the way I interact with our customers and each other."***

Sean Royds, Apprentice, Haakon Industries

***"I learned methods and ways to communicate my thoughts and feelings in a more effective manner at home and at work."***

Kris Gehest, Service Manager, Haakon Industries

***"I've gained a much stronger appreciation for the phrase, 'it isn't about what you say but how you say it'."***

Hayden Tegart, Apprentice Technician, Haakon HVAC Services

***"What a great experience! This assists directing us to grow through value and emphasizes on intangibles."***

Neil Edwards, Service Coordinator, Haakon Industries

***"This will help us better understand our customers' needs and see their point of view."***

Michael Stark, Haakon Industries

***"I am going to practice rephrasing key points in conversations and interactions with our clients."***

Eric Hoffman, Installation Supervisor, Haakon Industries

***"This will improve our overall customer satisfaction through perceived value and quality of interaction."***

Simon Miller, Manager HR, Tech Development & Compliance, Haakon Industries