



**Participant comments from Jeff Mowatt's  
*Becoming a Trusted Advisor*  
seminar held March 16, 2019**

***"I've been to a LOT of lectures and presentations. I appreciate the obvious care Jeff has taken to understand the target audience and use sound educational practices while keeping the tone light. A pleasure to watch a real professional at work. Thanks."***

Steve Bowen, Physician, Family Practice Associates

***"I learned a lot on how to deal with patients and staff in most situations that I see every day."***

Sandeep Shergill, Admin/Assistant Manager, Aspen Medical Clinic

***"Very helpful. Hopefully the teams will make a self-analysis and use the knowledge to become the best possible version of themselves."***

Fiupa Silva, Clinic Manager, Crowfoot PCN Clinic

***"This session will definitively make a big impact upon myself and our organization with all the content and knowledge we have gained."***

Trisha Olalia, Clinic Manager, Olive Medical

***"Excellent presentation. This will help improve communication and make our work places more positive places to be."***

Natalie Robertson, General Manager, H2 Medical Centre

***"It was magnificent! It's going to make me more aware of how I choose my words."***

Tammy Forster, Administration/Receptionist, CFPCN

***"Excellent! It will help improve customer service skills and help provide a warm environment for patients."***

Sereen Bishawi, Clinic Manager, Signature Medical Centre

***"This was first and foremost a reminder of how our simplest processes and phrases can affect our patients negatively. I would really like to have Jeff back."***

Nicole McAuley, Clinic Manager, CFPCN

***"This was a great reminder. Puts a more positive spin on patient service."***

Jenna Robberstand, Medical Office Assistant, Foothills Primary Care