



**Participant comments from Jeff Mowatt's  
*Becoming a Trusted Advisor*  
seminar held May 3, 2019**

***"This gives my sales people and myself valuable new phrases and perspectives on how to effectively deal with our customers."***

Vanessa Isler, Director Sales & Marketing

***"This was excellent. It will improve our relationships with customers and help to become Trusted Advisors."***

Tarynn Sharpe, Project Sales Manager

***"This will cause all of us to really think about how we word our phrases and the impact they have on customers."***

Willow Miller, Sales Coordinator

***"There were so many valuable ideas in Jeff's session. I will be more aware of the words I use and how I'm being perceived."***

Cheryl West, Sales Admin

***"This was great! I will be much more aware of the words I use and how this will impact my business and home life."***

Dana deBoer, Project Sales Manager

***"We will make better use of words and phrases when asking or answering questions. Be kind, have empathy."***

Tracey Steeves, Sales Manager – Realtor

***"Good reminder about how to set the tone and deliver information."***

Tara Desmond, Sales Manager

***"These changes will be easy to make so that I can become a Trusted Advisor."***

Amanda Nosakhave, Sales Coordinator