



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held April 18, 2019**

"Awesome! Choosing positive words will have a great impact!"
John Loewen, CEO

"I loved Jeff's presentation. I will use all I learned at work and at home - everywhere - with family, friends, and strangers!"
Olga Villegas, Customer Service Rep

"Great content with meaningful examples. We'll be more mindful of language and empathetic to our customers."
Harv Giesbrecht, Business Development

"This makes me more aware of how I can change outcomes by changing a few words."
Howard Sawatsky, Production Manager

"This was a great reminder for me to slow down and think about my words rather than 'blurt' out a response."
Elroy Martens, Operations Manager

"This will help me to have more empathy for our customers and their frustrations."
Courtne Friesen, Receptionist/Customer Service

"This will create better communication between co-workers and my customers."
Dustin Krahn, Rotational Molding Manager

"This will help build better relationships with our customers and coworkers."
Brianna Funk, Customer Service Manager

"We can take these tips and make our business more empathetic towards our customers' issues."
Adrian Lacke, Customer Service