



**Participant comments from Jeff Mowatt's  
*Becoming a Trusted Advisor* presentation  
held January 6, 2020**

***"We will have improved communication with our customers and employees"***  
Reg Trentham, General Manager

***"Great job! This will result in a better internal communication and take our customer service to a new level."***  
Graham McDonald, Edmonton

***"This will allow me to stop acting on impulse and begin to act based on the customers' needs, which will help to improve the customer relationship."***  
Jon Silworsky, Director of Streamline Logistics, Edmonton

***"Great session. This will make me a better listener as well help me to communicate better with my team."***  
Rob Lastiwka, Manager, Edmonton

***"Applying what we learned today will help us grow as people and improve our interactions with internal and external customers."***  
Joe Hearn, Director, Southern Operations

***"Jeff did a great job. You can see he cares about our company. This will help us in the way we interact with our teams & members. It will create better interactions with our customers."***  
Darren Epp, Project Manager, Edmonton

***"Using these phrases I can push myself forward and enhance my ability to help my employees improve within the company."***  
David Bergen, Manager, Brooks

***"Using the proper words and phrases can impact the outcome of a conversation."***  
Lonnie Killaby, Manager, Sundre

***"This has made me more aware of the important of what and how I say certain words and phrases."***  
Scott Kohut, Calgary Operations Manager