



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor presentations
held March 10 & 11th, 2020**

"We deal with large numbers of upset customers every day. Using the ideas presented here will make a massive difference for us as employees as well as for our customers."

Michelle O'Hara, Parking Tickets/Impound

"Excellent seminar. Well paced and very informative. Customer service is our weakness. The impact of this will be immense as it helped clarify direction."

Dannyll Challis, Production Manager

"Excellent session! This will help encourage smoother relations between co-workers and the public, and become more efficient. It will help defuse potential confrontational situations."

Nancy Reimer, Clerk III, Program Services

"This presentation was very helpful & well delivered. It will improve my customer service skills and the services my organization provides."

Mohammad Kraishan, Engineering Operations Manager

"As an I.T. service desk employee, we have multiple interactions on the phone, email, etc. These tips were valuable and will greatly impact our relationships with our customers."

Michelle Schiefner, I.T. Systems Analyst

"We are often accused of not demonstrating empathy. After this seminar we now have more tools to demonstrate empathy. While there are policies and rules in place, we can still demonstrate we understand our customers' circumstances."

Kiley Bear, Communications Manager

"This will lead to better efficiency in the organization."

Savannah Price, Records Coordinator

"This presentation was great! I answer a lot of phone calls where all these tools will come in handy for myself and to improve customer satisfaction. It will help the organization in all departments because the training tips are universal."

Cherly Clayton, Secretary II