



## Altus Group

Sample of participant top takeaways from Jeff Mowatt's ***Becoming a Trusted Advisor*** virtual seminar held September 10, 2020

***There were two items that really resonated with me. First one was in terms of mindset which is "what are you doing that is remarkable for your customer". Second was to answer directly and then elaborate – not the other way around. A subtle change to incorporate but one that will be helpful with customers and in our tribunal hearings.***

**Paul Chmeleski**, Senior Consultant

***Very interesting and useful presentation. I loved the way you explained how you want to make the client's job easier / make them look smarter / value on a personal level.***

**Caroline Bernard**, Directrice principale / Senior Director

***A takeaway that resonated the most for me was providing a direct answer to the question and then elaborating. I appear regularly before tribunals in connection with our work, and credibility is everything in this business. Excellent reminder on this point.***

**Kerry R. Reimer**, LL.B. Senior Director

***Very interesting presentation. I will definitely use more For You, pay attention to answer directly. I had a call with client the day after the seminar, and he asked me a tricky question. I took the way to be honest and give him both side of the angle. We should have a new mandate.***

**Yves Godin**, É.A. Vice-Président directeur, Québec

***Thanks for the engaging session. I found it very useful from a sales perspective but also from a presentation perspective for hearings. Being honest, answering directly and then elaborating when asked questions is a takeaway I'll continue to use going forward.***

**Michael Cameron**, Director

***A great take away are the two words under knowledge – "sounds like". I will definitely use them with clients as well as family members.***

**David Howard**, Senior Director

***I really appreciated the seminar. My "take-away" lesson - focusing on how I can make their job easier. I don't always think about that. Thanks!***

**Sandy Sohal**, Client Account Manager

***Great presentation today. The takeaway for me from the discussion is the use of language and I will be using the phrase "sounds like" regularly. Having said that, your comment at the end regarding sarcasm really struck home for me personally.***

**Geoff Watts** Senior Director

***Very interesting presentation! Lot of new tips learned, I will definitely use the « So that » and pay attention to answer directly THEN elaborate.***

**Alexandra St-Georges**, É.A. Directrice / Director, Recherche