



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held November 2, 2020**

***“Loved the virtual seminar!! My greatest take away is how subtle word choices can have a dramatic effect on your interactions with people. Definitely something to be conscious of; particularly the words I choose on a daily basis.*”**

Josh Pellizzari, Superintendent of Operations Assistant, Brandon, MB

***“I really enjoyed the Jeff's virtual seminar. My main takeaway from this was to prove my understanding of our customers' needs. It really resonated with me. The use of “sounds like” helps to de-escalating the situation. Thank you for all the information!”*”**

Dusanka Maric, Logistics Analyst, Calgary, AB

***“Jeff's seminar pointed out to me that I need to show how our solutions will make the customers' lives easier, and make them look smarter to their supervisors. This has a huge impact on what I will be working towards.”*”**

David Peters, Manager Engineering Department, Western Canada, Brandon, MB

***“Thank you for a very insightful seminar. The main take away for me was in the Knowledge area regarding being a “Strong Listener” and clarifying what the customer actually needs. I also took away a lesson from the “Rule of Three” with the Selection provision for the three option strategy. I look forward to the next stage of our training.”*”**

Mac Macdonald, System Manager, Railcar Storage, Winnipeg, MB

***“So much great information presented and great items to add to our tool boxes in life and at work internally and externally. Much appreciated.”*”**

Kelly McIvor, Superintendent, Co-op – Regina, SK

***“Thanks for a great virtual seminar. I personally deal with about 75% of the customers that engineering services has. I pride myself on being a good listener and certainly heard what was said about the wrong questions to ask. Thanks for this! Starting on year 44 and still learning!”*”**

Joe Neighbour, Senior Estimator, Brandon, MB

***“Thank you for the virtual seminar. One take away for me was to use the phrase “thanks for your patience...” as opposed to what I say all the time, “bear with me”. Dealing with demanding customers as most of us do, this is something I will remember going forward.”*”**

Dennis Little, Operations Supervisor, Klienburg, ON