



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held February 25, 2021**

"Thank you for a wonderful session today. I look forward to talking with my team and seeing the key take-a-ways for each of them."

Rob Alston, Profit Center Manager, EMCO Calgary Foothills

"Really appreciate your insights into customer service. Looking forward to the next one."

Andrew Narten, Outside Account Manager, Calgary Plumbing

"Thanks for the great session today and re-fresher. My key takeaway from today: Answer directly and then elaborate – we often spend time trying to think of an answer and this can come off as disingenuous or insincere."

Rhett Hardowa, Profit Centre Manager, Medicine Hat

"I really appreciate today's session, Thank you! I think the biggest take away for me today was the part about calling a customer for the first time."

Pegah Salari, Assistant Manager, Edmonton

"Thank you so much! That session was so interesting and informative! I am looking forward to the next two sessions!"

Stephanie Haugen, Administrative Supervisor, Emco Corporation

"Thank you so much for today's session! Your delivery and tips were great! I will be sure to use many of your suggestions."

Steve Allen, Hydronics Design, EMCO Edmonton, AB

"Thanks again for the great presentation. I enjoyed the jokes as well - 100%. A main takeaway is the importance of rephrasing what you heard."

R. Rubachuk, Management Development, Alberta

"Lots of other great tips, I love how you kept it simple."

Lindsay LeBlanc, Outside Account Manager, Calgary Plumbing

"It is surprising how the small things can make the biggest change in perception."

Sheri Foster, Emco Corp, Edmonton

"Was great again to learn more and recap a few items we did in the seminar a couple years back. Will be great to do more."

Wayne Kucharchuk, Hydronics Manager, Calgary