



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held January 6, 2022**

“Thank you for adapting and making the training work. The top takeaway I had was “so that” My personal development focus this year is effective delegation and I believe this mindset and two word phrase will help me with it.”

Jordan Gross, Manager

“My biggest take away was the concept Jeff shared about expressing a grand intention. I think that mentality could change a lot in Norwood and help to make us trusted advisors for our customers. Thank you for the training.”

Brenden Mclean, Project Manager

“My top takeaway is ‘so that...’ as it lends itself to showing your intention. It’s so simple but can be powerful. Combine those words with a “for you” to finish and BOOM!...REMARKable stuff. I will absolutely be applying it in my day to day with customers, teammates, family, and friends alike. Thank you again Jeff.”

Tyrell Scott, Project Manager

“For me, the grand intention was my #1 takeaway. It made me realize that I have many different grand intentions with various clients of mine. Some have different goals and I want to be a part of their journey, whatever path it may take.”

Scott Wintemute, Underground Technical Advisor

“A great take-a-way that I will utilize from our time together is “So that...”. I like it because it’s almost sneaky... it’s almost a built in brag, without coming off as one. Adding value while more or less describing your job. Just in more detail. This gives your customer perspective and insight on what hoops you’ve already jumped though. Thank you again.”

Aaron Noel

“My main takeaway was the acknowledgement. I need to personally get better at greeting customers walking into the warehouse. I’m typically good at this but there is always room for improvement. And also the “For You” I will start applying when dealing with customers.”

Danilo Schoenfeldt, Warehouse Manager

“Thank you for today Jeff. It was a great beginning to our training with you. My key takeaway was one of the first concepts you talked about, Make commitments when you don’t have to and Keep the commitments you have made. My role here at the profit center is changing this year with many new challenges and opportunities. I feel that orchestrating trust with the team and specifically with Jordan will be key to making the transition and the new role a success. I look forward to next time!”

Colleen Schmidt

“My biggest take away is the language. When and how to use it. Responding with For you! It’s about them as a customer and using the correct words to allow them to see that.”

Joey Sleno, Waterworks Specialist