



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminars held January 20, 2022**

“Great tools for our company to understand the importance of our language and actions and how it effects our daily work culture.”

Dustin Fallscheer, C.A.O

“Big help with interactions as professionals. Lots of young staff that this can impact significantly.”

Bart Redden, Director – Energy

“A great refresh on customer/client interaction. It’s impressive how changing your words has such an impact.”

Kim Kokonas, Director – Buildings

“This will have an awesome and positive impact on how clients will perceive us. The presentation was excellent!”

Kenneth Orbeck, Projects Engineer

“It will help keep our clients happy, informed and loyal. Especially helpful in this world where in person meetings are minimized and we only rely on our words and how we say them.”

Garrett Macnab, Energy Engineer

“Engaging session, I was interested the whole time. This will improve communications both internally and externally with co-works and customers.”

Shayna Hopfner, Technologist

“Staff will be more thoughtful with their communications and actions with peers and customers.”

Tara Coleman, HR Manager

“I like a lot of the points/ customer expectations presented. Many of the phrases/ words and how to use them will improve customer relations.”

Brian Stevenson, Director – Quality

“Internal client relationships can improve based on how we communicate with one another.”

Scott Simons, Manager – Municipal

“Jeff’s session was interactive and relatable. I will implement and be aware of my wording.”

Tori Dziurzynski, Controller