



**Participant comments from Jeff Mowatt's
Trusted Advisor Customer Service
seminar held August 30, 2022**

“5 Stars - excellent presentation that will take Associated Engineering’s service to the next level. This will helps us be positive and make an impact!”

Art Vandermeer, Operations Manager

“This will level up our success. The seminar was perfectly tailored to our business.”

Heather Padavell, Project Manager

“We work hard to provide excellent customer service. Jeff’s seminar provides a base for making key improvements to this endeavor.”

Diego Mejiad, Project Manager

“A very positive experience. Impressive how slight language changes can have such a positive and profound effect.”

Chris Skewronski, Super Linear Infrastructure

“This seminar was great. Jeff’s presentation reminds me about words I’m using and deepens my understanding of how those words impact others.”

Sara Wadlow, Manager, Transportation Structures

“Changing the words we use will be profound and will help take Associated Engineering to the next level.”

Helder Afonso, General Manager & Vice President

“Very engaging. I really enjoyed the interaction. This has made me think about how I interact with clients and staff.”

Nelson Dos Santos, Discipline Lead – Municipal

“Amazing to think how small changes in language can have such an impact on all aspects of life and our relationships.”

Warren McKay, Group Manager

“This confirms what I do is good so far, but have lot of room for improvement.”

Juliana Tang, Sustainable Specialist