



**Participant comments from Jeff Mowatt's
Trusted Advisor Customer Service
seminars held January 19 and 20th, 2023**

"First of all, thank you so much Jeff and Lydia. These last two days of training have been great with so many takeaways that I look forward to digging into with my team. I especially think the discussion around accents was great. Rounding vowels and sharpening up the consonants. Simple things we can do when we know there is a language barrier happening. Definitely looking forward to future training opportunities our organization has with you both."

Sheena Turner, Supervisor, Contact Centre

"I took away a lot from your seminar, and I really appreciated your insight into communicating with customers. I think my biggest takeaway was the 'so that' and 'for you' wording. Taking the time to explain why I'd be doing something for someone and gently imply that I'm helping them, specifically in this situation. I also really appreciated the reminder that we want to be equals in this partnership, and to be a trusted advisor. We've been discussing what our word of the year is on our team here, and I think mine will be 'trusted advisor'! Thank you for sharing your knowledge with us yesterday and today, and for taking the time to make your presentation so specific to CCGA. It really added extra value to the conversation and made the conversation so much more relatable."

Michelle D'Souza, Client Support Specialist, Contact Centre

"As mentioned, so much good stuff here. Hard to pick just a couple. One of the big takeaways I think people (and myself) that I need to remind ourselves of, is treating the customer as equals and not putting them on a pedestal. Also as a manager, hearing "paid to take heat, not abuse." I think that was great for everyone to hear."

Shea Koch, Manager Advance Issuance

"There were many tips to take away from the sessions this week, however my top take away was to answer directly and then elaborate."

Rachelle Martens, Quality Assurance Supervisor

"Thank you for the training over the last two days! I had a number of takeaways from both sessions, but I would say the biggest takeaway for me was providing a new perspective on approaching customer service. I've worked in some form of customer service for about 20 years, and I recognize that I am a bit stuck in my ways. This allowed me to reflect on some of my habits and consider why that approach may no longer be the best. "

Jennifer Melnychenko, Production Systems Specialist

“My takeaways that I think will be beneficial to implements are, providing courtesy updates and proving their understanding.”

Mereno Tandia, Manager Information Technology

“My top takeaway is to be honest in our interactions: Answer directly, then elaborate. But also in general, I want to build our practices around the idea that our customers don’t have to like us, but they have to trust us.”

Kate Basco, Advance Assessment Supervisor, Advance Issuance

“Thank you for the sessions! I had several takeaways, but the ones that stood out to me the most were, answer directly, then elaborate after. Prove you understand by saying “sounds like”. Don’t use the word “busy” say your day is full instead.”

Jessica Simmons,

“My top takeaway I’ve highlighted in my notes: Express negatives as positives: “I won’t be able to get this to you until next Thursday” is bad. “I’ll be able to get this to you as early as next Thursday” is good. I absolutely like the way that this sounds and provides a positive experience for clients.”

Whitley Janzen, Senior Receptionist

“Identifying yourself and increasing trust and accountability. Also treating customers as equals. Thank you!”

Andrea Gruber, Marketing & Communications Lead – Operations