



**Participant comments from Jeff Mowatt's
Trusted Advisor Customer Service
seminar held March 8, 2023**

“This was the most engaging session I have been to in a while. I have a notebook full of notes and ideas to take away that will help me both in my career here and in my personal life. I will be more effective at having difficult conversations internally and externally.”

Lauren Aspden, Communications Specialist

“This will improve my ability to communicate with my colleagues and I’ll have more confidence when dealing with aggressive customers.”

Riley Georgsen, Director External Affairs & Communications

“Very interesting and informative session. As an organization we interact a great deal with the public. This session will help us have more positive interactions.”

Nicholas Emunjeze, Assistance and Information Analyst

“Jeff provided great tools that take small tweaks and are easy to incorporate into my interactions with the public.”

Richard Goldberger, Communications Specialist

“This will enhance the way we approach escalated customers. Just a few little tweaks to phrases has already made a difference and it has only been 24 hours..”

Carson Toy, Assistance and Information Analyst

“Insightful and informative session. Small changes like this can have big results.”

Geoff Scotton, Sr Communications Advisor, AIS Team Lead