



**Participant comments from Jeff Mowatt's
Trusted Advisor Customer Service
seminars held April 5, 2023**

"This will have a positive effect. We really are a team. Outsiders' perceptions of the County based on one experience impacts us all."

Maria Jackson, Supervisor Planning & Development

"Excellent seminar! This may be the motivation for folks to be a bit more thoughtful in their communications and enhance the perception of self and from the community."

Matt Fenske, Chief Administrative Office

"Jeff's seminar was great."

Stewart Lunchies, Regional Fire Chief/DEM/Safety Codes Officer

"Well done seminar. This gives us a common focus on how together we can improve our service and delivery."

Layne Johnson, Director of Corporate Services

"Jeff's presentation was great. This session will help me gain trust with customers, show them that I am accountable, simply by adjusting my words."

Devin Leeks, Peace Officer

"I was kept engaged the whole time. Very well done! The change in the way we say things will have a positive impact on our organization."

Grey Skriver, Counsellor

"This will create improved customer experience, improve our reputation, improve customer satisfaction, and increase the level of trust with our customers."

Mark Harbicht, Director of Municipal Services

"Jeff provided great tools for increasing our customer satisfaction both internally and externally."

Geoff Tiffin, Manager of Planning, Development, PEng.

"This will improve people's understanding of how to communicate more efficiently and successfully."

Holly Johson, Counsellor