



**Participant comments from Jeff Mowatt's  
"Trusted Advisor Customer Service"  
and "Avoiding Round One" seminars  
held December 6<sup>th</sup> & 7<sup>th</sup>, 2023**

***"It was an amazing experience. I will definitely be more conscious of the words I choose going forward."***

Stephen Patterson, Building Inspector

***"Excellent seminar. We will deliver more consistent customer service."***

Ben Lubberts, Deputy Director of Engineering

***"These sessions will directly improve our resilience in dealing with the public."***

Essery Waller, Webcast Producer

***"These two days were very well done and enjoyable to attend. They'll have a very positive impact on staff and will be of great benefit to the Town and residents in dealing positively with a wide range of issues."***

Julie Paterson, Finance Clerk

***"These session will help everyone to be on the same page. Great job Jeff!"***

Rebecca (Becky) Huges, Parks

***"This training was a nice refresher which will help me in my personal relationships by teaching me how much control I have with what I say."***

Steven Vella, Manager of Accounting

***"Thess seminars will certainly impact relations with staff and residents."***

Jason Ferguson, Parks

***"Applying these skills (tools in the box), will help when dealing with unhappy people and will make those interactions less stressful for everyone."***

Karen Haywood, Engineering Technologist

***"Everything covered in these sessions was valuable."***

Angela Atkinson, Accountant/Business Analyst

***"These seminars were so good. I learned so many tips from these sessions... just in dealing with people everyday. This will make interactions easier with more tools to use."***

Dave Podmoroff, Park Supervisor