



**Participant comments from Jeff Mowatt's
Trusted Advisor Service Experience**
keynote held September 5, 2024
for City of Calgary Infrastructure Services

"This morning's session was fantastic. It reinforced my values and highlighted the importance of personalizing customer interactions. By incorporating phrases like 'for you' and 'sounds like,' I can make our customers feel more valued and understood, ultimately enhancing their overall experience."

Joy-Lee G. Gonzalez, Real Estate & Development Services

"Great session. Very valuable. My key take away is by using well chosen words, I can improve my working relationships. This is especially important because I am a support resource for IS. I will definitely make a point of using "...so that..." Thanks for the information."

Sandra Sweet, BA, BPR, ABC, Communications Strategist,

"Thank you for your wonderful presentation today. I will focus on the bigger picture, anticipating the greater need is crucial to my line of business and will be more intentional about including that context in my work. Thank you!"

Brenda Rincon P.Eng., PMP, Senior Engineer

"Thank you for your presentation today, thoroughly enjoyed it. The obvious take away from today's presentation was making your customers feel important ... so "For You" – really comes through. However, others that stood out was "Value" in the matrix that we filled in and words like "Sounds Like"."

Karim Abbany, Transportation Engineer/Project Manager

"Thanks for the great information shared with us this morning. Trust is most important (not friendliness). Make specific commitments * this is key for me, with so many varied and unplanned items, this can be a challenge as priority items come in unexpectedly – sort through timing and plan for unexpected? Good service isn't even noticed (wallpaper) – how to provide remarkable service? What does that mean for us? More of trust comes from the intangible items – tangible items are just a base, the intangibles push it farther!"

Shawna Cochrane, Architect AAA, LEED AP, MRAIC Sr. Architect

"Thank you for the sharing at the IS Town Hall this morning, it was wonderful. The top takeaways from your session is how a positivity word and show your empathy may change the whole game. Although not many people focus on the importance of "LISTEN", but I think it plays a critical part along the communication processes. With these three top takeaways, I believe it starts building up trust with people we encounter."

Winter Wong, Administrative Assistant, Real Estate & Development Services

"I loved your training! I will start with answering directly and then will be elaborating."

Svetlana Montuffar, Business Strategist

"Thanks for the great presentation earlier today. One take away that resonated with me was "Pick up the Phone." "Meetings are overrated, 1 on 1 in underrated, and meetings create group think."

Patrick Cyr, P.Eng., CPHD, Project Manager,

"Thanks for the session today. It was insightful and all the learnings would prove to be valuable in our everyday lives. The few learnings that I will apply daily would be: The use of phrase "...so that...": It is important to show people value from the actions/ideas. It also helps depict knowledge and build trust. Strong/Active listening: Attentively listening and reflecting by using the phrase "Sounds like...."

Abhijit Singh, MBA, PMP®, Capital Development Project Manager

"Thank you for your presentation today. It really helped to validate a lot of the things our team does to support projects and hopefully will result in more buy in our work/support. One big take away for me was theso that... phrasing and I already used it while speaking to some business owners and residents today. Thank you again."

Lindsay Luhnau, B.A, M.Ed, CTD, Community & Business Relations Strategist

"I participated in your session at the Telus Spark yesterday (CoC – IS townhall) and found that it was very meaningful and helpful for my daily life [both in work and home]. Every day, we play a role as either service provider or customer in whatever situation we are in. From yesterday's session, I have learned the power of using words like "for you" and "as promised" in our daily life. It definitely helps and thanks."

Sean Kim, P.Tech.(Eng.) Project Manager

"Thank you for presenting at the IS Town Hall this morning, I enjoyed your presentation and will incorporate my learnings in my work. Some key takeaways for me are: 'as promised', make and keep commitments, 'for you', 'sounds like', prove your understanding."

Heather Kirk, CCP, HR Business Partner\Human Resources

"Thank you for the wonderful presentation today. One phrase that really resonated with me was "Sounds Like." I think I'll make an effort to incorporate it more into my conversations, especially with my wife—I certainly don't want to live in a quiet house!"

Kelvin Lee, BComm, BSc Eng, Maintenance Engineer-In-Training,

"I really enjoyed the presentation today. I will implement "As promised" and "for you" in my daily interaction with customers and colleagues. Thanks!"

Alison Bueckert, Senior Commercial Leasing Agent

“Thank you very much for your lovely presentation to the IS team at this morning’s townhall event. It was super refreshing to learn from you and to reflect on the important elements of being an effective advisor. My takeaways include emphasizing more on the intrinsic factors when communicating and taking an even more service-oriented approach, from “For you” to “As Promised”.

Bo Feng, P.Eng., MBA, CAPM, Engineering Business Strategist

“One of the key takeaways for me from your presentation is to choose my words purposefully for positive responses and word my messages positively in my effort to be a trusted advisor. Thanks!”

Zane Hartman, P.Eng. Sr. Transportation Engineer

“I really enjoyed your presentation today – thank you! I was happy to hear you mention the “As promised” follow-up response as that’s something I already use, so the validation was welcomed! Top tip for me (which I’ve already implemented) was the reference to commitment and your example of “I’ll have something to you within 48hrs” versus a more opened-ended response.”

Adrian van Gorp MLA, CSLA, Senior Project Manager

“Thank you so much for the informative presentation today. I really enjoyed the discussion around language i.e. “for you” and the positive spin when promising deliverables. I think that can make significant difference in working relationships. Looking forward to more trusted advisor tips!”

Ethan Hill, M.Eng., P.Eng. Transportation Engineer

“I’ve really enjoyed your presentation today. It made me understand more than ever the importance of choice of wording while communicating. What an impact they can have on people. What a change in the relationships they can make! From today’s session I would take a prase - “For you”. It is nice to realize, we all can do something for each other. Think more about what we can do for the other person will just make us a better human. Thank you so much.”

Zuzana Sagatova, B.Sc., Geospatial Technician, Transportation

“Thank you so much for your presentation today, I learned several things to add to my customer service tool box. One stood out to me as using the “so that” principle when speaking to add value to the conversation and your interaction.”

Nicole Brugman, B.Sc., P.Bio\ Parks Ecologist

“Thank you for a very enlightening session. I thoroughly enjoyed it and one of the main takeaways for me is Positive Interaction. While probably most of us knew “it’s not what we say, it’s how we say it”, you framed the seven qualities discussed into the tangible and intangible categories and provided great examples for each. It also explains when my spouse asked, “do you want me to....”, why it just never seemed to sit right with me!”

Viola Forrester, Sr transportation Engineer

“Thanks for your session today. I’d say a major take away was your take on empathy in answering their next question. In addition to the importance of word choice I think this will help me stay ahead and connected to our customers.”

Tim Herrler P. Eng. Infrastructure Planning Engineer

“Thanks for your compelling presentation today. My biggest takeaway is that every interaction is an opportunity to increase (or decrease) trust, and to make commitments with realistic expectations followed by keeping those commitments.”

Wayne Coristine, Communications Strategist

“I really enjoyed your presentation and picked up a valuable tip: making people feel special by using phrases like “for you” when speaking to them. I also learned the importance of committing to promises by being specific, such as saying “I will get this to you within 24 hours” instead of citing being too busy. Your insights made me realize how significantly the way I present myself to clients can impact their perception of my services.”

Kelly Dyer, Communications Planner

“My top take away is the customer service, I come from a service industry of over 40 years and have always taken into consideration if I were our client and how I would like to be treated. With respect, empathy, compassion, being clear and concise, open fair and transparent. I am happy to have confirmation that I have been doing somethings right all along.”

Dawn Wright, Commercial Leasing Agent

“We’ve never met before, but my name is Alli and I was in the audience for your City presentation this morning. I found it very informative, eye opening and fun. I took many notes, but the most significant takeaway is to answer directly first, then elaborate. We engineers tend to dive right into the details, but bring cognizant that not everyone functions that way is very useful.”

Alli Deacon, P.Eng, LEED AP, NCSO Project Manager

“I wanted to thank you for the presentation that you gave at our Townhall today. I found it very informative and thoroughly enjoyed your approach to delivering the messages. Being a visual person I especially appreciated 7 customer expectations chart with the associated key images and found it fascinating that of those 7 only 2 are tangibly connected to the service delivered/offered.”

Shauna Breslawski, Capital Development Project Manager

“Thank you for your time for the great keynote speech this morning. The key takeaway from today’s session for me is to making a good choice of words while communicating. I’ll certainly use “for you” and “as promised” in my communication.”

Jigs Patel, Water Resources & Utilities

“Thanks for your presentation. My key insight was learning that how we communicate plays a larger part in how we are perceived over the tangible deliverables we are communicating.”

Lauren Chorney, P.Eng., IRP Infrastructure Engineer

“The top tip I learned and will implement is responding with “sounds like..” when someone is upset/ being defensive to show that I have empathy and that I am listening. Thanks for a great speech and practical tips!”

Nusrat Jehanara, P.Eng, Transportation

"I was delighted to hear you speak at the session earlier this morning. My biggest take was "so that" focusing on "why" you are doing a certain action and how it helps client/colleague/public. It would be very kind of you to share the sheet you had mentioned in the session."

Akash Bajaj, E.I.T. Engineer-In-Training, Transit Project Development

"I really enjoyed your seminar today that you gave to the City of Calgary IS department. Great thoughts and insights – good reminders and great insight. In the seminar you said to write in with one thing that really impacted us from the seminar – for me - a couple of things. I like the first point of "for you" – very simple very good. Second – was the point of "being a good listener" – very very important and so misunderstood and under-utilized and ...well... just not done by so many... including me. Everyone has "opinion sharing" skills – but the same have little to no "listening" skills. I read a book by John C Maxwell – Developing the Leader Within You... I think it is within this book that he does a "listening" test for his readers.... And I failed it the first time through!"

Rod Neumann, RPP/MCIP, Program Planner

"Thanks for your presentation. My key insight was learning that how we communicate plays a larger part in how we are perceived over the tangible deliverables we are communicating."

Lauren Chorney, P.Eng., IRP Infrastructure Engineer

"I attended the IS session this morning and really liked your presentation. I also heard feedback from my colleagues that the customer service presentation was very helpful and very practical for us to apply to our work in IS. Great job. The one takeaway for me is how to give suggestions to customers. Instead of asking them if they want you to do something for them, I like the idea of asking customers if it would be useful or helpful for you to do certain things for them."

Pitima Boonyarak, Real Estate & Development Services