

**Participant comments from Jeff Mowatt’s**

***Becoming a Trusted Advisor* seminar held Sept 28, 2016**

***“Great! This helps me become more aware of the words I use.”***

Dave Slaney, Director of Operations

***“Great presentation! It keeps customer service top of mind – internally and externally.”***

Susan Kunz, Credit Clerk

***“Working in I.T, we often focus on the tangibles, is it available, is it responding fast, we sometimes forget we serve people, not objects.”***

Scott Lowe, Systems Administrator

***“This session will have a great impact on me and the organization because I learned the value of change a few words when communicating.”***

Minei Latorre, Data Processing Clerk

***“This session was very helpful in learning new techniques and ways of communicating.”***

Nishit Patel, Accounting Clerk

***“This will help me in my communication with my co-workers and help me to say things in a different way… also convey a more positive attitude with everyone I encounter.”***

Sohmer Solomon, Accounting Clerk

***“This will improve customer service in general for our organization. It will help improve trust of members to Mega.”***

Ninett Diaz, Accounting Clerk

***“The short phrase concept will stick with people and will be easy to put into practice.”***

Myrma Osborne, GM Credit Services

***“If even a few of us can take our ‘tone’ into account, it will filter through to others.”***

Dustin Wasyliw, I.T. & Software Development Man.

***“We will now think more about the phrases that we use and think more about how the customer perceives us.”***

Amber Gaudent, Payroll Administrator