Brigham Dickinson is an accomplished author, speaker, and thought-leader in the field of customer service. As the founder and president of Power Selling Pros, Dickinson revolutionized customer service practices in the home services industry, assisting hundreds of companies around the globe to enhance their customer experience and increase job bookings.

 Having authored three compelling books - "Pattern for Excellence: Engage Your Team to WOW More Customers," "Patterned After Excellence: Pursuing Truth in Work & Life," and "Something to Give: A Journey to Becoming a Leader Worth Following," Dickinson has expertly combined theory and practice to deliver transformative insights on customer service and leadership.

 His groundbreaking work, the Pattern for Excellence, has been adopted worldwide as a standard for exceptional customer service. This trademarked framework allows businesses to understand and incorporate best practices, fundamentally changing the way they interact with customers.

 As a keynote speaker, Dickinson is renowned for his engaging and inspiring presentations. His most notable presentation, "How to Turn Your Call Center into a Profit Center," has been instrumental in motivating businesses to view their customer service operations as a vital revenue source, rather than a cost center.

 Through his speaking engagements, Dickinson has a reputation for sparking enthusiasm and commitment to excellence. His thought-provoking insights on customer service and leadership encourage businesses to strive for exceptional performance and cultivate a culture of engagement, ultimately leading to improved profitability and customer satisfaction.