

RHODE ISLAND

SEPTEMBER 2026

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Leadership Beyond the Leaderboard

Chris Woodard
believes the
industry's best
agents have a
responsibility to
raise the standard
for everyone.

PHOTOGRAPHY BY
JAMIE HARRINGTON



Agent to Watch
KATIE KILCOMMONS

Partner Spotlight
CRAIG SNELL
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Together with you, Rhode Island’s elite agents, we have curated this list. These trusted partners represent the absolute best in their respective fields - they’re not just great at what they do, they understand the pace, professionalism, and care that top agents like you expect. They proudly support your work, your publication, and the private events that bring our community together. Please support them in return—and thank them for helping us celebrate the Rhode Island Real Producers community!

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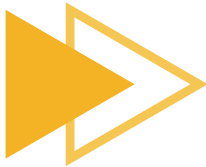
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John Ludes
Publisher
John.Ludes@N2co.com
401-680-0610



Stuart Titus
Editor



Molly Robinson
Photography



Jamie Harrington
Image Ten Real Estate
Photographers



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Professional Confluence

Collaboration strengthens careers, builds trust, and lifts an entire industry.

This edition marks the successful completion of our first year with *Rhode Island Real Producers*.

It's been an incredibly fast year, but I feel blessed with everything that we have accomplished together. I am both excited and encouraged as we continue to build this very special community.

Throughout the year, I've had the opportunity to sit down with many of Rhode Island's top real estate agents and trusted business partners. Every interview tells a different story, but the more conversations I have, the more one common thread continues to emerge.

The agents who consistently perform at the highest level still compete fiercely. They prepare relentlessly, protect their clients' interests, and work hard to win every opportunity. But somewhere along the way, they stop seeing other professionals as *only* competitors.

They begin to see collaborators, advisors, problem-solvers, and trusted resources. They understand that asking for another professional's perspective doesn't weaken their brand—it strengthens it.

That theme surfaced repeatedly while putting together this month's issue.

In our cover feature, **Chris Woodard** reminds us that competition and collaboration aren't mutually exclusive. As he puts it:

"Real estate will always be competitive. Every listing appointment has one winner. But Chris also believes the industry's best professionals recognize a larger responsibility. Providing constructive feedback after a showing."



Treating fellow agents with respect during negotiations. Picking up the phone instead of escalating conflict. Remembering that the person across the table is working just as hard to protect their client's interests as you are."

Our Agent to Watch, **Katie Kilcommons**, shares a remarkably similar perspective:

"Some of my best resources are the attorneys, lenders, contractors, and even agents at other brokerages who are willing to share their knowledge and work together to solve problems."

When two of this month's featured professionals—each with a different story and a different path to success—arrive at the same conclusion, it just feels like perfect timing as we introduce something new.

This month, we're launching **Connections**, a new monthly column by **Nelson Taylor**.

As most of you know, Nelson has built an extraordinary career by investing in relationships, and each month he'll bring that philosophy to these pages through authentic stories from inside our industry. Some will be his own. Others will come from fellow agents and trusted business partners across Rhode Island. You'll read about unexpected collaborations, lessons learned from competitors who became colleagues, introductions that changed careers, and moments when a simple phone call or willingness to help created opportunities that never would have existed otherwise.

These aren't stories about transactions. They're stories about people. About trust. About generosity. About the idea that while every listing appointment has one winner, our profession becomes stronger every time we share knowledge, solve problems together, and invest in one another.

There's an old saying that perfectly captures that philosophy: **a rising tide lifts all boats.**

I can't think of a better description of the community we're building through *Rhode Island Real Producers*.

I hope you'll enjoy Nelson's first column. More importantly, I hope it inspires you to make one more introduction, ask one more question, share one more idea, or lend one more helping hand.

Because the strongest professionals don't just build successful businesses.

They build connections that help everyone succeed.

With gratitude,



John Ludes
Publisher
Rhode Island Real Producers
John.Ludes@N2co.com
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FAQ



There's a lot that goes into building a community like Rhode Island Real Producers, and we know you may have questions along the way. This page addresses some of the questions we hear most often about the publication, events, our selection process, our Preferred Partners, and the platform we're building together. Ultimately, Rhode Island Real Producers is your community—and your voice matters. If you have a question, an idea, or something you think we should be doing differently, we want to hear it.

Q: WHO RECEIVES THIS PUBLICATION?

A: The printed magazine is directly delivered to the top 300 real estate agents in Rhode Island, ranked by sales volume. With over 8,000 agents in the state, being included in this elite group is a true distinction—a testament to your hard work, talent, and dedication to excellence. All our Preferred Partners also receive both physical and digital copies.

Q: WHAT IS THE GOAL OF THIS COMMUNITY PLATFORM?

A: At its core, our goal is simple: bring great people together, strengthen the relationships between them, and create an exceptional community where everyone has the opportunity to grow. Our driving belief is that "iron sharpens iron, and a rising tide lifts all boats." We see the proof that great things happen when high-performing professionals have opportunities to connect, share ideas, celebrate success, and learn from each other.

Q: DOES REAL PRODUCERS HOST EVENTS?

A: Absolutely. In addition to the publication, we host private quarterly invite-only events for our top agents and Preferred Partners. These exclusive gatherings provide opportunities to network and build trusted relationships. Event details are shared in the magazine, on social media, and through direct outreach—watch for your invitation!

Have any ideas on what we could be doing better?
Please reach out!



Q: WHAT IS THE PROCESS FOR BEING FEATURED?

A: Being featured is simple and starts with a nomination. Real Estate Agents, affiliates, brokers, office leaders, and even self-nominations are welcome! If you know someone with an inspiring story, exceptional leadership, top-tier client service, or a remarkable commitment to giving back, we'd love to hear about them.

To nominate, send an email to John.Ludes@N2co.com and share why you believe they should be featured. Your insights help us uncover stories we may not know about. Once a nomination is submitted, we'll reach out for an interview to ensure the feature is a great fit. If selected, our team will take it from there, coordinating an article write-up and scheduling a professional photo shoot.

Q: WHAT DOES IT COST AN AGENT/TEAM TO BE FEATURED?

A: Absolutely nothing! Real Producers is not a "pay-to-play" model. Everything we do for agents is based on merit, so agents earn their place on the platform through top performance and professional reputation. We share great stories about Real Producers – no price tag attached.

Q: WHO ARE THE PREFERRED PARTNERS?

A: Trusted businesses listed as "Preferred Partners" in the front of the publication are a critical part of our "best in class" community. We only partner with businesses that top agents have recommended to us, so every single business you see in this publication has earned their "stamp of approval." Our team also vets every business to make sure they are a good fit and bring value to our powerhouse network. These Partners are the engine under the hood and support everything we do for agents. Without them, we wouldn't be able to feature our top agents or host our social events.

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Unreasonable Hospitality

We're all in the hospitality business. The greatest competitive advantage is more than what you deliver—it's how you make people feel.



Connections is a monthly column celebrating the relationships that strengthen Rhode Island's real estate community. Each month, Nelson Taylor shares authentic stories from agents and trusted business partners whose willingness to collaborate, share knowledge, and support one another creates opportunities that never would have happened alone.

WRITTEN BY
NELSON TAYLOR

Let's face it, whether you're a real estate agent or an attorney or a landscaper or a plumber, we're all in the business of hospitality. We are living in a service economy. Will Guidara first birthed this concept at his New York City restaurant 11 Madison Park. His book, *Unreasonable Hospitality: The Remarkable Power Of Giving People More Than They Expect*, which was featured in television series, *The Bear*, of which Guidara helped produce, is the result of his pursuit to become the #1 restaurant in the world.

When he took over 11 Madison Park in 2006, it was a middling brasserie. Obviously, his first focus was food. In just 4 years, they were voted #50 in the annual list of The World's 50 Best Restaurants. But that wasn't good enough. Believing that his food alone stood toe-to-toe with the other top restaurants, he turned his focus toward the dining experience. So, he closed the restaurant for two days and with

his staff defined over 500 touch points in the standard dining experience that they could elevate. Two years later, they moved up the ladder to #10 spot.

One night during service Guidara overheard a table talking about their only dining regret: not trying a famous NYC dirty water dog. And with that, Will left the restaurant, bought a hot dog from the closest street vendor and served it on a plate cut into four pieces with fancy swooshes of mustard and ketchup. The table's reaction was revelatory. Guidara realized that his guests might not remember what they ate on any given night, even though he was serving some of the best food in the world, but they would always remember how he made them feel. Thus was born his Dream Weaver Program, created a position focused solely on acts of unreasonable hospitality. In 2017, they were voted the #1 restaurant in the world.

Unreasonable Hospitality is one of the hallmarks of our real estate team. We practice it not just by elevating our clients' buying and selling experience, but also by ensuring our clients understand that we want to be their real estate consultants for life. I always joke that we're happy not to be paid for 80% of the work we do. The truth is that by doing so, we are not only creating a network of loyal repeat clients, we are also giving them stories they might feel inclined to tell over and over, and thus doing marketing on our behalf better than we could ever do ourselves.

Whatever your trade, we're all in the business of serving others. And if you are as unreasonable in the pursuit of the product you are selling as you are in the pursuit of how you make your clients feel, there's no limit to the level of success you can achieve. Lifetime relationships are not built through a one-size-fits-all mentality, but rather by unique, one-to-one customized service.




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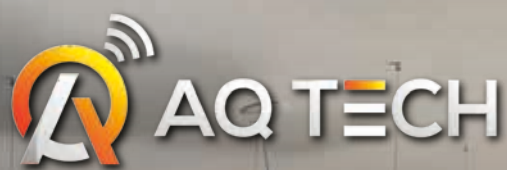
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built *before it was* SEEN

PHOTOGRAPHY BY
JAMIE HARRINGTON
EDITED BY STUART TITUS

Long before Katie Kilcommons became one of Rhode Island's rising luxury agents, she was quietly building the foundation that made her success possible.

Blueprints are rarely the part of a home that most people ever see.

By the time the walls are standing, the finishes are installed, and the front door opens, all the planning has disappeared beneath the surface. Yet every exceptional home is built on the strength of that unseen foundation.

Katie Kilcommons' real estate career has followed a remarkably similar path.

To many people, her rise into Rhode Island's luxury market appears sudden. After all, she's only been

selling real estate full-time since 2023, yet she's already approaching \$40 million in career sales, earned RealTrends Verified recognition, and established herself among the top-producing agents in Narragansett.

It might appear to be an effortless overnight success.

The reality is much more interesting.

Long before Katie ever sat across the table from her first client as a full-time sales agent, she had already spent nearly a decade learning the business from the inside out.

She joined Lila Delman Real Estate twelve years ago—not as an agent, but as an administrator. From there, she immersed herself in nearly every corner of the business, moving into print advertising before managing the rental departments in Jamestown and eventually Narragansett. She modernized operations, implemented new technology, worked alongside many of Rhode Island's most accomplished luxury agents, and developed an insider's understanding of investment properties, client service, and the countless moving pieces that make a successful transaction possible.

By the time Katie officially transitioned into residential sales, she wasn't beginning a new career. She was putting years of preparation into action.

Her interest in real estate stretches back much further than her first license.

"As a kid, if a friend lived in a beautiful neighborhood, I'd find myself admiring the houses and imagining what it would be like to live in one," she recalls.

That childhood curiosity became a calling when she joined Lila Delman in 2014. Watching luxury real estate icon Melanie Delman represent some of Rhode Island's most extraordinary properties gave Katie a front-row seat to the level of professionalism she aspired to. It confirmed what she had already begun to suspect: this was exactly where she wanted to build her career.

Rather than rushing toward the sales floor, she embraced every opportunity to learn.

Each new role expanded her perspective. Every promotion deepened her understanding of the business. The years spent supporting agents became an education in marketing, operations, client service, rentals, investments,



and luxury real estate that few agents ever experience so comprehensively.

Looking back, Katie wouldn't change that path for anything.

That foundation continues to shape the way she approaches every transaction.

Working alongside administrators, attorneys, lenders, contractors, property owners, and many of Rhode Island's top-producing agents taught her how every piece of a transaction fits together. It also reinforced something

she believes wholeheartedly today: the best client experiences are created when talented professionals work together.

"Some of my best resources are the attorneys, lenders, contractors, and even agents at other brokerages who are willing to share their knowledge and work together to solve problems," Katie says.

It's a philosophy that speaks volumes about the way she views success. Katie readily credits the people who have invested in her growth, and she's never

hesitated to ask questions when it means delivering better guidance for her clients. Every conversation becomes another opportunity to learn. Every relationship expands the perspective she brings into the next transaction.

That mindset has quietly become one of her greatest competitive advantages.

The same thoughtful approach carries into the way Katie builds her business.

She believes consistency outperforms flash every time. Her marketing reflects



“

Some of my best resources are the attorneys, lenders, contractors, and even agents at other brokerages who are willing to share their knowledge and work together to solve problems.”

the elevated standards of the luxury market, but it's the relationships behind the marketing that drive her success. She listens first. She asks thoughtful questions. She follows through. Most importantly, she stays connected long after closing day because she genuinely cares about the people she serves.

Clients remember that. So do the friends and family members they refer.

For Katie, every transaction becomes an opportunity to earn trust that extends far beyond a single sale.

Early in her career, she found encouragement in the book *Ninja Selling*. As someone who naturally describes herself as an introvert, its message resonated immediately. Building a thriving business didn't require becoming the loudest person in the room. Authentic relationships, genuine curiosity, and consistent care could be every bit as powerful.

That realization gave Katie confidence to lean into her own personality instead of trying to imitate someone else's.

Today, her brand reflects exactly who she is: polished without being flashy, approachable without sacrificing professionalism, and confident enough to let preparation speak louder than self-promotion.

Outside of real estate, Katie channels that same passion into causes she cares deeply about. A lifelong animal lover who has rescued three dogs, she recently organized a fundraiser benefiting the Potter League for Animals. The event brought together clients, colleagues, and friends around a shared purpose while supporting an organization that's close to her heart. She's already looking forward to making it an annual tradition.

It's easy to focus on what Katie Kilcommons has accomplished over the past few years.

The bigger story is everything that came before.

For more than a decade, she was quietly building the knowledge, relationships, and perspective that now define her business. Every role she accepted added another layer. Every mentor broadened her outlook. Every challenge sharpened her understanding of the profession she always hoped to pursue.

Today, Rhode Island's luxury market is seeing the results of that preparation.

For Katie, the blueprint was finished long before anyone noticed the house. ▀

RUNNING TOWARD THE CHALLENGE

From the firehouse to the closing table, Craig Snell has built a career around helping people navigate life's biggest moments.

PHOTOGRAPHY BY
MOLLY ROBINSON
EDITED BY STUART TITUS

Long before Craig Snell was helping buyers navigate mortgage options, he was responding to emergencies as a firefighter and paramedic. Every shift meant stepping into unfamiliar situations where emotions ran high, decisions mattered, and people needed someone they could trust.

That experience never really left him.

Today, as Vice President of Sales at Milestone Mortgage Solutions, Craig still sees his role through the same lens. The setting has changed from firehouses and ambulances to purchase contracts and closing tables, but the mission feels remarkably familiar: show up prepared, stay calm under pressure, solve problems, and take care of people during one of the biggest financial decisions of a family's life.

That philosophy is woven into everything he does.

Craig has always been drawn to roles where people are looking for answers, reassurance, and someone they can trust. While becoming a firefighter and paramedic started his career—it was also a natural extension of his desire to help others when they needed it most. Today, that same instinct continues to guide every conversation with homebuyers and every partnership he builds with real estate professionals.

As a paramedic, Craig quickly learned how to connect with people from every walk of life.

“You’re walking into people’s homes on what is often the worst day they’ve ever experienced,” he says. “You meet every background, every income level, every personality, and you learn quickly how to read a situation, stay calm, and help people feel like everything is going to be okay.”

Those experiences shaped far more than his communication skills.

Over the years, Craig watched talented first responders gradually lose patience after carrying the weight of the job for so long. It became a lesson he never forgot. He promised himself that no matter where his career eventually led, he would never allow experience to replace empathy.

Today, every client is treated the way he’d want his own mother, grandmother, or siblings to be





treated—with patience, respect, honest communication, and genuine care.

Buying a home can be incredibly exciting, but it can also feel intimidating. First-time buyers often have questions they don't even know to ask, while seasoned homeowners still encounter unexpected twists along the way. Craig enjoys being the steady voice people can lean on, helping remove uncertainty so they can move forward with confidence.

That same calm has become one of his greatest strengths for the real estate professionals he serves.

Years spent responding to emergencies taught him that panic rarely solves anything. Preparation does.

Real estate has its own version of emergencies: an unexpected underwriting condition, a financing question hours before closing, or a complicated buyer profile that requires creative thinking. Craig doesn't get rattled when those moments arrive. He gets to work.

That steady approach has helped produce extraordinary results.

Since entering the mortgage industry in 2019, Craig has closed more than 1,500 loans while becoming one of Massachusetts' top-producing loan



originators in fewer than four years. He has been recognized as the number one loan originator in both units and volume for the South Coast and Cape & Islands for three consecutive years, earned recognition among the top broker-side loan originators in Massachusetts, received Five Star's Rising Star distinction in the Boston market, and was inducted into the Marquis Who's Who registry in 2024.

His leadership has also helped transform Milestone Mortgage Solutions from a six-person operation into a team of more than 200 professionals.

Still, ask Craig what matters most, and production numbers quickly fade into the background.

"The recognition I care about most is when a client tells me their closing was smooth and stress-free," he says. "Or when an agent sends me another buyer because they know we'll take care of them. That's the award I'm chasing every single day."

That philosophy also explains why Milestone Mortgage Solutions has grown so quickly.

The company combines the flexibility of a mortgage broker with the speed



and control of a correspondent lender, giving clients access to an expansive network of loan products while also funding many loans directly in its own name. For buyers, that often translates into more financing options, competitive pricing, and efficient closings. For agents, it means having a lending partner with the flexibility to solve problems instead of forcing every borrower into the same box.

Craig believes that flexibility only matters when it's backed by experience.

Anyone can offer more loan programs. The real value comes from understanding which solution gives a particular buyer the strongest path forward—and knowing how to structure financing that helps agents compete in today's marketplace.

"When I hand an agent a pre-approval, I want them to feel comfortable putting their own name behind it," Craig explains.

That preparation gives agents something incredibly valuable: certainty.

well beyond quoting an interest rate.

That's why Craig sees every transaction as a partnership.

His role is to help buyers achieve homeownership while protecting the reputation agents have spent years building. Clear communication, thoughtful strategy, and dependable execution all contribute to that shared goal. When an agent refers a client to Craig, he wants them to know that client's experience will reflect positively on everyone involved.

Away from the office, Craig is a devoted husband, proud father of four, and owner of one very important family dog. He enjoys golf, coaching youth sports, and spending time

“You meet every background, every income level, every personality, and you **LEARN QUICKLY** how to read a situation, stay calm, and **HELP PEOPLE** feel like everything is going to be okay.”

with family and friends. Giving back remains equally important through the Annual Reindeer Run, an initiative he launched to support local families during the holidays. Last year alone, the event benefited five organizations and positively impacted more than 200 families, with plans to make an even bigger difference this year.

Craig may no longer climb into fire trucks, but the instinct that first led him there has never changed.

He still runs toward challenges. He still finds purpose in helping people through uncertain moments. He still measures success by leaving someone better off than he found them.

For Rhode Island's top real estate professionals, that's more than an impressive résumé. It's the kind of trusted teammate every great agent hopes is standing beside them when their clients need them most. ▀





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CHRIS WOODARD believes the industry's best agents have a responsibility to raise the standard for everyone.





Success in real estate is often measured in transactions, rankings, and production. Over 21 years, Chris Woodard has earned every one of those accolades, building more than \$300 million in career sales while consistently ranking among the top agents in Rhode Island and the Top 10% in New England. When you ask him what he'd most like to change about the industry, you might expect him to mention inventory, interest rates, or technology.

Instead, he talks about professionalism.

"I believe there needs to be more professional courtesy in our industry," Chris says. "Becoming a licensed agent isn't difficult, but upholding a high professional standard is challenging."

It's less of a criticism than it is a challenge—to himself as much as anyone else. In Chris's view, every interaction between agents ultimately affects the client.

When real estate agents communicate honestly, respect one another, and share information professionally, buyers and sellers make better decisions. Everyone benefits.

It's a philosophy he has tried to model throughout his career, and one that has become central to how he leads his business, his team, and the relationships he's built across Rhode Island.

That perspective didn't appear overnight. Chris has been building things for most of his life.

"I've been on my own since I was eighteen," he says. "Working, building, and figuring it out as I went."

Long before he was selling homes, he was investing in them. While working in the seafood import business, he purchased his first multifamily property at age 30, fascinated by the idea that rental income could help pay the mortgage. The interest rate was nearly 10 percent, but that

hardly discouraged him. If anything, it confirmed what he already suspected: real estate rewarded people willing to think long-term.

He invested in additional properties and developed a passion for renovating homes. Over the years, he's bought, remodeled, and sold dozens of properties, transforming something neglected into a place another family could proudly call home. That same builder's mindset eventually grew into The Chris Woodard Team at Keller Williams Coastal Realty, where his collaborative approach has produced one of the region's consistently top-performing teams.

He walked away from a successful business when he felt its values were beginning to change. During the housing crash, he adapted however he had to—selling foreclosures during the day and driving limousines at night to support his family. More recently, a series of profound personal losses, followed by an unexpected lung cancer diagnosis, reshaped

his perspective on life in ways he never anticipated.

Those experiences matter, not because they define Chris, but because they explain him.

They reinforced something he already believed: your reputation is your most valuable asset. Markets recover. Businesses evolve. Technology changes. Character has to remain constant. That philosophy extends well beyond real estate. As Past President of the Bristol Rotary Club, co-founder of the Bristol Rotary Charities Foundation, a Paul Harris Fellow, and the top KW Cares contributor for ten consecutive years, Chris has long believed that leadership carries a responsibility to serve others.

He refuses to "buy" listings by promising unrealistic prices simply to win the business. Instead, every pricing conversation begins with data, market statistics, and an honest discussion about what the numbers support. Sometimes that's exactly what a seller hopes to hear. Sometimes it isn't.



Either way, Chris believes clients deserve the truth—not just the answer that secures a signature.

Whether someone is buying their first home, selling their fifth, or expanding an investment portfolio, Chris wants them to understand the process, not simply move through it. Many past clients jokingly remind him that he's already explained something during a previous transaction. He smiles every time.

For him, that's the point. Well-informed clients become confident clients, and confident clients become lifelong relationships.

Those relationships have become the foundation of his business. His greatest opportunities continue to

come from past clients, friends, family, and referrals—not because he asks for them, but because trust has a way of multiplying over time.

Chris views the people around him as far more than employees who simply help close transactions. He sees partners. Supported by an experienced team, every client receives the same level of communication and attention regardless of who is leading the day-to-day transaction. Chris still checks in personally, making sure expectations are being met and no detail is left to chance.

The culture he has created is founded on training, collaboration, and mutual respect—the same values he wishes were more prevalent throughout the profession.

"I believe there needs to be more *professional courtesy* in our industry. Becoming a licensed agent isn't difficult, but upholding a high professional standard is challenging."

After all, competition and collaboration aren't mutually exclusive.

Real estate will always be competitive. Every listing appointment has one winner. But Chris also believes the industry's best professionals recognize a larger responsibility.

Providing constructive feedback after a showing. Treating fellow agents with respect during negotiations. Picking up the phone instead of escalating conflict. Remembering that the person across the table is working just as hard to protect their client's interests as you are.

Those moments rarely make headlines. They do, however, shape the reputation of an entire profession.

In an era increasingly driven by AI and social media, Chris believes authenticity has become an even greater competitive advantage. While his team embraces modern marketing and



aggressively promotes every listing, he has little interest in becoming another personality chasing attention online. Clients hire him because they know who he'll be when the cameras aren't rolling.

Ask Chris how he defines success today, and his answer has surprisingly little to do with production.

It's his wife, Lisa. His sons, Christopher and Nolan. Good friends. Good health. Going to bed each night knowing he gave his best to the people who counted on him.

At its best, real estate has never been about closing more transactions than the next agent. It's about building trust—one client, one relationship, and one interaction at a time.

Chris Woodard has built an exceptional career doing exactly that. His accomplishments—in career sales and recognition among New England's top real estate professionals—are impressive. Just as importantly, he's reminding the rest of us that when we raise the standard for one another, we raise the standard for the profession itself. And that's something every agent can get behind. ▀

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