



What is the magic of Disney? Join **Doug Lipp** as he takes you on an insightful and entertaining behind-the-scenes tour to show you the secret of Disney's success and how it and other organizations have overcome immense challenges. An internationally recognized expert on customer service, leadership, managing change and global competitiveness, Doug's high energy and thought-provoking style have motivated hundreds of thousands of people around the world to maximize personal and professional success.

By age 29, **Doug Lipp** was the head of the training team at the world-famous Disney University at Disney's corporate headquarters. Fluent in Japanese, he was later on the start-up team for Tokyo Disneyland, Disney's first international theme park. Pivotal in Doug's Disney career was his experience in the mid-80s, when the corporate culture shifted from the arrogant, "We're the best. Why change?" to the progressive "Don't rest on your laurels" powerhouse corporation that Disney remains today. He found that even strong organizations, like Disney, must embrace change and be willing to innovate.

After leaving Disney, Doug co-developed an international consulting firm with a Stanford University professor to fulfill his passion for researching and analyzing successful global corporations. He helped multinational companies with international teamwork issues, teaching diverse teams of professionals how to better compete in the global marketplace.

Doug is the author of numerous articles and eight books on leadership, customer service and international business. His latest book, *Disney U: How Disney University Develops the World's Most Engaged, Loyal, and Customer-Centric Employees* is full of never-before-told stories offering ...

Doug Lipp

Speech Topics

- ▢ Motivation
- ▢ Management
- ▢ Leadership
- ▢ Customer Service
- ▢ Change



Testimonials

▢ Doug was our keynote speaker at our all employee meetings. He did a fantastic job at customizing his presentation to our company's theme of a "Culture of Service". He talked about lessons from Disney on transformation, teamwork and growth. He was enthusiastic, engaging and interacted well with the audience. We received very positive feedback from our employees and are looking to bring him back in the near future for a leadership training. ▢

- ADMINISTRATIVE MANAGER, BLUE CROSS BLUE SHIELD.

▢ I had the pleasure to work with Doug at our PTDM event. Not only was it a pleasure to work with Doug and his team during the preparation of the event but Doug did an AMAZING performance on stage keeping our 300 guests sitting on the edge of their chair with a FANTASTIC message that resonated very well with our event. Everyone agrees that Doug's performance was OUTSTANDING!!! ▢

- DELL COMPUTERS.