HiCue speakers
Higher Content & Inspiration



DOUG LIPP

World-Leading Authority on Customer Service, Leadership and Change

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- Candid. Passionate. Relevant.
- Former head of training at the legendary Disney University.
- His latest book is the best-selling Disney U: How Disney University Develops the World's Most Engaged, Loyal, and Customer-Centric Employees.
- Helped Disney open its first international theme park as a member of the Tokyo Disneyland start-up team.
- Through riveting examples and powerful, relevant stories about innovation, service, value and leadership, Doug pulls back the curtain and reveals the behaviors, tools and attitudes that are representative of cultural excellence at Disney.
- Consistently ranked as one of the best presenters every time he speaks, Doug painstakingly researches and customizes each of his presentations Build the Culture. Live the Culture. Differentiate!

Candid. Passionate. Relevant. Doug Lipp is on a crusade to help organizations strengthen their corporate culture, boost business performance, and unapologetically, have fun while doing it.

Doug is a distinguished international consultant, eight-time author, and former head of training at the legendary Disney University. His latest book is the best-selling Disney U: How Disney University Develops the World's Most Engaged, Loyal, and Customer-Centric Employees.

At age 29, Doug's celebrated talent catapulted him to the helm of the legendary Disney University training team at Walt Disney corporate headquarters. Fluent in Japanese, Doug also helped Disney open its first international theme park as a member of the Tokyo Disneyland start-up team.

Drawing on his 30 plus years of combined experience at Disney and in private practice, Doug inspires and challenges hundreds of organizations worldwide. In presentations, he shares how Disney overcame spectacular strategic challenges to unleash one of the most improbable success stories in corporate history.

Through riveting examples and powerful, relevant stories about innovation, service, value and leadership, Doug pulls back the curtain and reveals the behaviors, tools and attitudes that are representative of cultural excellence at Disney and other great institutions. He also discusses common organizational traps that undermine companies and impede their ability to build a thriving and sustainable culture.

Consistently ranked as one of the best presenters every time he speaks, Doug painstakingly researches and customizes each of his presentations. He underscores how a company's current culture is affecting its business, and then provides insights and actionable ideas on how they can build an even better business based on leadership, teamwork and innovation. After his presentation, which includes experiential exercises and participant-centered activities, you will have a blueprint for creating and perpetuating a culture of significance unique to your organization.

TEMAS

- Corporate Culture / Organizational Culture
- Leadership / Management / Teamwork
- Customer Service / Service Excellence
- Change / Managing Change
- Creativity / Innovation
- Global Competitiveness / Diversity
- Event Moderator / Emcee / Facilitator

PROGRAMAS

DISNEY U – THE WONDERFUL WORLD OF AN ENDURING BRAND:

Disney stands the test of time as the ultimate icon of applied imagination. How did Walt Disney create “The Happiest Place on Earth?” What are the secrets behind its employee development dynasty? And how does it reinforce its organizational values, culture and brand on a day-to-day basis? During this animated and high-energy program, you’ll learn how Disney continues to capture and inspire the hearts and minds of thousands of employees around the globe through an unwavering devotion to the core values established by Walt himself. Learn how Disney University Founder Van France has brought to life — for generations of employees — Walt’s timeless values of Innovate, Support, Educate and Entertain.

ORGANIZATIONAL CULTURE – IT’S MORE THAN A COAT OF PAINT:

Leaders build the culture, live the culture, and reinforce the culture every single day. Leadership has always set the tone within an organization, but today there’s growing consensus that a winning, sustainable culture is only achieved when it is ‘actively’ steeped throughout the entire organization. In this program, Doug persuasively demonstrates that organizational culture is much more than a coat of paint daubed on the walls of a building. Culture is the cornerstone of success and supports your business performance and all

operations. As such, it’s uniquely yours and almost impossible for competitors to copy.

THE MAGIC OF EXCEPTIONAL CUSTOMER SERVICE – KEEP PLUSSING THE SHOW:

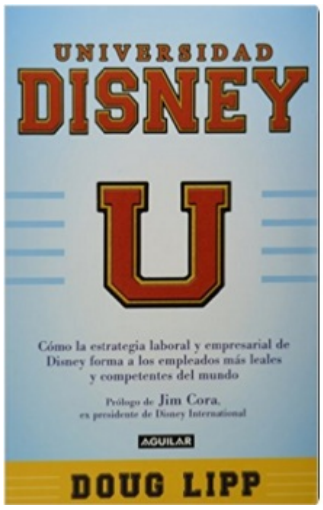
How has Disney managed to keep its employees and customers so fiercely devoted to the brand? How has it managed to continually top the charts as one of the world’s most loved brands? How can you learn from its practices to catapult your organization’s service strategies to even higher levels? Learn the four components that are at the heart of Disney University: Innovate. Support. Educate. Entertain. Discover how legendary service is a delicate balance between art and science. “Doing the ordinary in an extraordinary fashion” isn’t rocket science; customer service excellence must be ingrained throughout your culture. In this ever-changing economy, more companies than ever are realizing the strategic importance of transforming their service culture to differentiate themselves from competitors.

IT'S A SMALL, SMALL WORLD. THE GLOBE IS SHRINKING. IS YOUR BUSINESS EXPANDING?

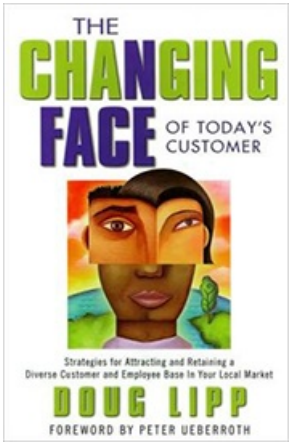
Walt Disney had it right all those years ago … “it is a small world.” And guess what? It’s getting even smaller! Mobility and greater access to multicultural markets is heralding in exciting, new opportunities for organizations willing to raise their diversity IQ. In this powerful and cutting-edge presentation, Doug Lipp shows that regardless of whether your organization is selling globally, the face of the customer is changing. Gone are the days of managing or marketing to a homogenous group. Customer groups, employees, channel partners, and shareholders now represent different cultures, generations, and ways of thinking. Organizations must adjust— or be willing to lose—in their global battle for market share.

PUBLICACIONES

Libros



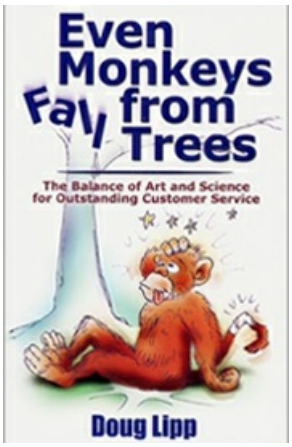
UNIVERSIDAD DISNEY



THE CHANGING FACE OF TODAY'S CUSTOMER



DANGER AND OPPORTUNITY



EVEN MONKEYS FALL FROM TREES

CONDICIONES

- **Travels from:** USA
- **Fee Range:** Please Inquire