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The Magic of Disney; Creating Exceptional Customer Experiences

<http://www.kmprod.com/speakers/speaker-doug-lipp>

Bio

Candid, passionate, relevant — **Doug Lipp** is on a mission to help organizations strengthen their corporate culture, boost business performance, and, unapologetically, have fun while doing it! Lipp is the former head of training at the legendary Disney University, and is currently an internationally recognized expert on customer service, leadership, managing change, and global competitiveness. His high energy and thought-provoking style has motivated hundreds of thousands of people around the world to maximize personal and professional success. [morelink]

Topics

[Download a Summary of Doug Lipp's Speaking Presentations](#)

BRANDING / VALUE / DISNEY U / CULTURE

Lessons From 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? [morelink]

LEADERSHIP / TEAMWORK / CULTURE

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. [morelink]

CUSTOMER SERVICE / MOTIVATION / COMMUNICATION

The Magic of Exceptional Customer Service

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. [morelink]

CHANGE / INNOVATION / CREATIVITY

Even Monkeys Fall From Tress: Learn From Mistakes and Embrace Change

The best and the brightest make mistakes. However, the ability to learn from setbacks, then bounce back even stronger is the hallmark of market leaders. Join Doug as he discusses Walt Disney’s unrivaled focus on creating one of the strongest teams of dreamers and doers in the world. “Change or perish” defines the innovative Disney culture. Doug takes you behind-the-scenes to discover how Disney pushed through obstacles by relentlessly challenging the status quo in literally every corner of the company.

GLOBAL COMPETITIVENESS / DIVERSITY / MULTICULTURAL TEAMS

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.

Doug Lipp is represented by K&M Productions. For more information, [fees](#), Doug Lipp's speaking schedule & [booking speaker Doug Lipp, contact us](#).