

DOUG LIPP

Former Disney Executive and Expert
on Customer Service and Teamwork

**Wednesday,
May 24th**
11:30am - 1:00pm
Atlantic City Convention Center,
Hall A



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.