

Doug Lipp

International Consultant, Eight-time Author

Please contact a GDA agent for information.

Topics

- Change Management / Organizational Change
- Corporate Culture & Governance
- Customer Relations
- Leadership
- Management
- Teamwork / Teambuilding

About Doug Lipp

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.

Presentation Topics

- Organizational Culture / Values / Branding
- Leadership / Management / Teamwork
- Change / Innovation / Creativity
- Global Competitiveness / Diversity
- Customer Service / Communication / Motivation

Select Keynotes

- **Disney U / Branding / Values / Loyalty / Culture / Corporate Culture**

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.

- **Leadership / Management / Teamwork / Managing Teams**

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.

- **Customer Service / Communication / Motivation / Inspiration**

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.

- **Change / Management Change / Creativity / Innovation**

EVEN MONKEYS FALL FROM TREES – 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 / Global Marketplace / Managing Global 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.

- **Event Moderator / Emcee / Facilitator / Host**

Audiences and guest speakers immediately connect with Doug's relaxed, yet informed style and ability to think on his feet. His many years of business experience and consulting gives Doug the ability to engage with people from all business backgrounds. Doug's skill as a professional speaker, humorous story-teller, interviewer and facilitator ensures your conference objectives are met with just the right amount of humor and interaction to keep the message fresh and memorable.

Select Book Titles

- **2013:** Disney U: How Disney University Develops the World's Most Engaged, Loyal, and Customer-Centric Employees
- **2007:** The Changing Face of Today's Customer (Available as a downloadable e-book)
- **2001:** Even Monkeys Fall From Trees

Select 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 wanted to take a moment to extend my sincere gratitude for the incredible speech that Doug delivered at the Symposium last Saturday. It was truly a breathtaking experience to listen to him talk — he had the perfect blend of motivation, inspiration, emotion, and excitement, which left the audience in awe. Doug's speech stands out as one of the best I've ever heard. His words were meaningful, and they really resonated with everyone in attendance. The feedback from the attendees has been tremendous — everyone was talking about it even after the event was over. Doug- your speech has given me the motivation I needed to take my work to the next level, and I know it had the same effect on countless others as well. It's not often that we come across a speaker like you, and I'm grateful for the opportunity to have seen you in action once again. On behalf of the Affinity Team- thank you! "

— Affinity

Thank you for being the highlight of our sales meeting! Feedback included 'One of the best speakers we've ever seen' and 'He was great on all levels'...and these are seasoned sales people who have endured many sales meetings! You inspired, engaged, and kept us thinking creatively! All your prep work really paid off!

— *Constellation Energy*

Your presentation was spot on! It held our partner's interests and accomplished our objectives! We really appreciate your efforts and attention to detail on understanding our business and culture.

— *Ernst & Young*

He kept the team engaged in the presentation throughout. I received many positive comments after the meeting concerning his presentation. I would definitely have him in again to speak to the group!

— *Pep Boys*

I wanted to personally let you know how incredible your program was for our participants. When asked how willing are you to recommend this program, ALL of our participants gave you the top score. Our boss was only supposed to stay for the first 10-15 minutes but your content so registered with her she made the choice to stay. That's how powerful you were in delivering the right message in a compelling way and entertaining fashion. Thank you for taking the time to pull together the content and the stories that achieved that level of resonance. I appreciate the amount of caring and time you placed on this to ensure we hit a home run. I would not be surprised if you get a call to come in for other programs and am thrilled to have been a part of your AT&T story.

— *SENIOR EXECUTIVE, LEADERSHIP DEVELOPMENT, AT&T*