



Jack Santiago – Disney Institute
Program Facilitator

Eight years spent helping executive teams from a broad spectrum of organizations from small, non-profits to multi-national corporations sharpened to a fine edge Jack Santiago's ability to match his Clients' organizational needs with the right *Disney Institute* program. Along the way, he developed a passion to personally deliver the learning experience himself. Now, as a *Disney Institute* Facilitator, Jack has the opportunity to bring his comprehensive program knowledge and business skill together to help his audiences take their business to the next level.

Prior to joining Disney in 1994, Jack held a leadership role with a major international hotel chain. Since joining *Disney Institute*, he has become active in both the American Society for Training and Development; and the Society for Human Resource Management. He is a member of the American Management Association and currently serves as Vice President of Business Development for the local chapter of the Association for Latino Professionals in Finance and Accounting.

Jack serves all of *Walt Disney World*® Resort as an official Disney Representative, hosting multi-national media teams, associations, and organizations from around the globe. One of his notable achievements was to be the first to use his acquired Spanish language skills to translate and deliver a *Disney Institute* business program in Spanish. Jack's passion for Disney's heritage and history inspires him to help others realize that "It's never too late to be what you could have been." A natural leader, speaker, moderator, and facilitator, in his leisure time Jack enjoys swimming and baseball, pursues artistic interests through painting and writing, and expresses a consistent passion for his faith, his family, his work, learning, and excellence.

Disney Institute is devoted to inspiring individuals and organizations to strive for excellence. The *Disney Institute* curriculum was built upon the principles which made Walt Disney and the company that bears his name world famous: Leadership, People Management, Customer Service, Brand Loyalty, and Creativity.

