



Doug Lipp

Doug Lipp, an internationally acclaimed expert on customer service, leadership and diversity, motivates and challenges audiences around the world as a consultant and speaker. Doug has spent over 25 years working from the front lines to the boardrooms of corporations around the world.

Formerly the head of training at Disney Studio's Walt Disney University, Doug also worked at Disneyland where he provided the well-known "Traditions" orientation program and other leadership courses. Pivotal in Doug's career with Disney was his experience in the mid-80's when the corporate culture changed from the arrogant: "we're the best, why change?" To the progressive: "don't rest on your laurels" powerhouse corporation that it remains today. Join Doug as he takes you on an entertaining and insightful journey behind the scenes to discover both the secret of Disney's success and how it has overcome spectacular challenges.

Fluent in Japanese, Doug was on the start-up team for Tokyo Disneyland, working in Japan for two years creating Disney's first international theme park. Both when he worked for NEC Electronics and currently in his private consulting practice, Doug addresses the topics of global and domestic customer service, leadership, and cultural diversity with his clients in the U.S. and abroad.

He is the author of 6 books including his most recent book, *The Changing Face of Today's Customer*, which proclaims the use of "cultural sense" in addition to common sense. It is endorsed by prestigious business leader Peter Ueberroth and One Minute Manager co-author, Ken Blanchard. He is also the author of *Even Monkeys Fall From Trees*, about the balance of art and science for outstanding customer service.

Speech Topics

Customer Service, Leadership & Communications:

Doug's Walt Disney University training experience provides fascinating stories, unique insights, and invaluable lessons. Learn how certain skills, attitudes and behavior contribute to exceptional performance to build, win, and keep market share. He includes an overview of his R.A.P.S. active listening model and his well-known "Life as Tigger" story.

Global Business & Diversity: "The Changing Face of Today's Customer"

All companies that expand globally or provide products to culturally diverse customers run into problems. Learn what companies such as IBM, Starbucks, Procter & Gamble, Intel and Disney have discovered (often the hard way) and how you can benefit from those lessons. This session gives real-life examples that support the concept of think globally, but act locally, and is a "must" for groups that serve a culturally diverse customer base either domestically or internationally.

Leadership & Teamwork: "Lead the Way, Your Customers and Employees Will Follow"

Training your front line employees to provide great customer service is an awesome goal, but it breaks down if leadership doesn't model the desired attitude and behavior. Doug zeroes in on the concept of great leadership = great customer service, then reinforces his concepts with examples of strategies that worked and some that didn't, from Disney and other organizations.

Change Management, Innovation & Creativity: "Even Monkeys Fal From Trees: Learn From Your Mistakes & Embrace Change- Lessons From Disney" Even the best and the brightest make mistakes. However, the ability to deal with setbacks, then bounce back in even stronger form is the hallmark of consistent market leaders. Join Doug as he takes you on a "behind the scenes" tour of the Walt Disney Company to learn about both its successes and how it overcame some spectacular obstacles by challenging the status quo and embracing change.