

# “The trouble with people is we get arthritis of the imagination”

— Van France, Disney University Founder

## CANDID. PASSIONATE. RELEVANT.

**DOUG LIPP** is on a crusade to help organizations strengthen their corporate culture, boost performance, amplify employee morale, and unapologetically, have fun while doing it. Doug is one of the most trusted and respected business speakers and coaches in the world and is sought after for his expertise in helping organizations build adaptive, world-class service cultures that fuel growth and long-term success. Doug has established a career and shaped an industry around the idea that culture is the preeminent factor driving business success.

## TRAILBLAZING NEW TERRITORY AT 29.

**DOUG LIPP** was fast-tracked into management at Disney and instrumental in propelling its iconic culture forward. Doug also helped Disney open its first international theme park as a member of the Tokyo Disneyland start-up team. Doug's celebrated talent catapulted him to lead the legendary Disney University training team at the Walt Disney corporate headquarters. He has been inspiring people from all over the globe with his deep understanding of how to build cultures of significance.

## EVEN MONKEYS FALL FROM THE TREES: LEARN FROM MISTAKES & 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.

“Walt had one foot in the past and one foot in the future.”

— Marty Sklar, Retired Vice Chairman,  
Walt Disney Imagineering

Is it time to bust wide open creativity in your organization? This is your opportunity to step back, gain perspective, build a winning game plan, and unleash the power of your employees.

## BEYOND STUCK IN THE MIDDLE SEAT™: WELCOME CHANGE & TAKE CONTROL

What's the worst place in an airplane? The middle seat! Why?

You're literally stuck in a rotten place, possibly for a long time, and you can't do anything about it. Or can you? During this presentation, Doug uses the middle seat as a metaphor for what happens to all of us in life. How do you turn setbacks into opportunities for growth? When in a situation that you “can't control,” what possible options do you have?

Join Doug for some fun as he addresses how to get unstuck and unleash the power to conquer “cirrhosis of the enthusiasm.”

- **ARTHRITIS OF THE IMAGINATION: ELIMINATING THE #1 CREATIVITY KILLER**  
Success leads to complacency. Market leaders know how to conquer “cirrhosis of the enthusiasm.”

- **THE MAGIC OF IMAGINE: UNLEASHING YOUR CREATIVITY**  
Seven absolutes for getting out of the rut.

- **FROM SILOS TO SYNERGY: HARNESSING CREATIVE TENSION**  
How Disney University ignited collaboration, creativity and profits via executive development.

- **BUDGETS ARE TIGHT, CREATIVITY IS FREE**  
Prescription for a ‘no-excuses’ culture.

- **CHANGE OR PERISH: TAKE A RIDE ON THE S-CURVE**  
Contrarian thinkers. Brutal Honesty. “Pot stirrers.” Constantly-evolving organizations embrace these innovation imperatives. Does yours?

- **THE HONEYMOON WILL END: CINDERELLA CASTLE & CULTURE CHANGE**  
Even the best fail ... a crisis management lesson from Walt Disney World.

**CUSTOMIZATION** Happy clients ... is always the guiding principle! To exceed every clients' expectations, Doug provides the following for each presentation:

- Discovery Telephone Interviews – with your team, clients, vendors and all staff levels.
- Event Integration – Doug meets staff, attends presentations, and weaves updated announcements and examples into his session.
- Receptions, book signings, and private meetings? Just let us know and we will make it work!



TO INVITE DOUG TO SPEAK AT YOUR EVENT, CONTACT:

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Disney Best Practices

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Creating Cultures of Significance