



DAILY NEWS

MONDAY November 10, 2014

Welcome to the Future

On behalf of the board of directors, the conference co-chairs, and the staff of the National Association of Subrogation Professionals, I want to welcome you to Orlando and our 16th annual conference, which is entitled, "Subrogation... The Future Is Now." Grab your Google Glasses, fire up your iPad, download the conference app to your smartphone, prepare to vote via text message, and make sure your folks back at the office watch our live Web stream on Tuesday. NASP's conference committee has worked hard over the past year to create a technologically cutting-edge conference so that you can make the most out of the three days here in Florida.



Daran Kiefer
NASP President

Your planning committee's commitment to the future is not limited to gizmos, gadgets, and apps. Instead, they have worked hard to put together three days of education to prepare your department, company, or legal practice to be ready as the subrogation industry moves into 2015 and beyond. You will find more than 57 educational sessions filled with information that can assist you in facing an everchanging subrogation world. Begin

this morning by hearing Doug Lipp share insights from his leadership at Disney Corporation. Mr. Lipp's presentation will help you appreciate how a company like Disney continues to thrive as it embraces change and resists complacency.

During this first day, I hope you will take in as many classes as you can. You can learn what it takes to help motivate and train future leaders in your subrogation department; gain insight into pursuing foreign entities in an ever-expanding global marketplace; and dialogue with the owner of our conference hotel on reimagining your business model and making changes to benefit both employers and employees. Whatever class you choose, you will gain valuable knowledge to take back to your office and share.

Learning the Disney Way

By Eric Gilkey

If you can dream it, youcandoit," is a famous quote from Walt Disney, and it serves as the perfect introduction to this morning's keynote speaker, former Disney executive Doug Lipp. He takes the stage this morning at 8:45am in Gatlin B to help kick off this year's annual conference.

Having literally written the book on corporate training initiatives —Disney U: How Disney University Develops the World's Most Engaged, Loyal, and Customer-Centric Employees—Lipp will inspire attendees with stories from his career, including how he managed to become the head of the training team at Disney University at the age of 29 and how it's affected him professionally since then. His belief that "no one is ever too good to stop improving," also will be a key part of this morning's presentation.

Here are five other interesting tidbits about Lipp:



Doug Lipp
Author and Speaker

- He began working for Disney in 1981 as a college intern in the Disneyland marketing department in Anaheim, where his speaking skills and leadership capabilities caught the eye of Disney's executive leadership.
- He was instrumental in hiring and training more than 4,000 Japanese employees before the opening of Tokyo Disneyland in 1983.
- Since 1995, Lipp has given more than 1,500 keynote presentations to 500,000 attendees on five continents. He is the author of eight books, several of which have been translated into Japanese and Spanish.
- He once won a "quack-off" contest that took place as part of the celebration of Donald Duck's 50th anniversary, infamously beating out Tony Anselmo, the current voice of Donald.