



# CAPITOL CITY SPEAKERS BUREAU

*We help you thrill your audience!*

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## Doug Lipp

*Travels from:* California

*Fee Range:* \$10,001 - \$15,000

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What is the secret to Disney's success? How did such a great organization lose its luster, then come roaring back stronger than ever before? Even the best and the brightest make mistakes, however the hallmark of outstanding leaders and organizations is their incredible ability to learn from the setbacks, then recreate themselves and thrive. What does it take to thrive? Doug leverages his 30 years of global business and consulting experience to address what he sees in successful organizations ... elements that are vital for thriving. 1) Creative, calculated risk-taking leaders and teams, 2) Outstanding customer service and, 3) Global perspective.

An internationally acclaimed expert on customer service, leadership, change management and global competitiveness, Doug has inspired and challenged hundreds of thousands of audiences in his career as a keynote speaker, business consultant and author. His thought-provoking messages, combined with his high energy and entertaining style is contagious, motivating audiences around the world to maximize both personal and professional success.

Formerly the Head of Training at Disney's Corporate Headquarters, Doug provided the famous Disney University "Traditions" program and developed leadership courses for Disney executives. 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 Disney remains today. Doug found that even strong organizations, like Disney, must embrace change and be willing to innovate.

Fluent in Japanese, Doug was on the start-up team for Tokyo Disneyland, Disney's first international theme park. After Disney, Doug teamed with a Stanford University professor to develop the Intercultural Relations Institute. Based upon his rich career at Disney, plus his work as an international consultant for some of the world's most admired corporations and business leaders, Doug explores the strategic necessity of why all companies must now think globally, and act locally.

Doug is the author of numerous articles and seven books on leadership, customer service and international business, including his two most popular: *The Changing Face of Today's Customer*. With a foreword by renowned business leader Peter Ueberroth and Ken Blanchard of *One Minute Manager* fame, *The Changing Face* addresses how businesses can thrive in this era of cultural diversity and global competitiveness. Doug's other most popular title is *Even Monkeys Fall from Trees: The Art and Science of Outstanding Customer Service* which focuses on a balanced approach to service, leadership and teamwork.

### ***Most Requested Programs...***

- Lead the Way, Your Customers and Employees Will Follow
- The Magic of Exceptional Customer Service
- Even Monkeys Fall From Trees, Learn From Mistakes and Embrace Change
- Beyond Stuck in the Middle Seat™ Welcome Change & Take Control
- The Changing Face of Today's Customer