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How University Develops*

In this book, Douglas Lipp explains how "the
Disney University develops [who he claims

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are] the world's most engaged, loyal, and
customer-centric employees." They are "second
to none when it comes to friendliness,
knowledge, attentiveness, passion, and guest
service." That was true 58 years ago and
remains true today.

*Disney U: How Disney University Develops the
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Beginning with Walt Disney and then Van
France, the man who created the Disney
University. Doug Lipp was the person who was
in charge of Disney University at Disney
Tokyo. I found it amazing that Frank Lloyd

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Wright was hired to give classes and lectures to the animators of Disney-could you imagine?

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Walt Disney Company, I was surprised to find
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*in this issue Disney U: How Disney University
Develops the ...*

Disney U: How Disney University Develops the
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Centric Employees. Books. \$29 Quantity. By
Doug Lipp, author, speaker, and consultant on
customer service, Disney U reveals the heart
of the Disney culture and describes the

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Disney U How Disney University Develops The
In Disney U, Doug Lipp examines how Van
perpetuated Walt Disney's timeless company
values and leadership lessons, creating a
training and development dynasty. It contains
never-before-told stories from numerous
Disney legends.

*Disney U: How Disney University Develops the
World's Most ...*

The Disney University is certainly a lot more
than Mickey Mouse and Donald Duck. Excerpt

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from "DISNEY U: How Disney University
Develops the World's Most Engaged, Loyal, and
Customer-Centric Employees" by Doug Lipp
(McGraw-Hill, 2013).

Inside Disney U | Training Magazine

Disney U: How Disney University Develops the
World's Most Engaged, Loyal, and Customer-
Centric Employees by Lipp, Doug at
AbeBooks.co.uk - ISBN 10: 1491580984 - ISBN
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About the Author. DOUG LIPP helped create the first international version of the Disney University, in Japan at Tokyo Disneyland, and then led the training team of the Disney University at the corporate headquarters of

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The Walt Disney Company, The Walt Disney Studios. He mentored under a number of Disney University visionaries, including the Disney University founder, Van France.

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In helping Walt Disney create "The Happiest Place on Earth," Van France and his team started a business revolution in 1955 that eventually became the Disney University—the employee training and development program that powers one of the most famous brands on earth.

*Amazon.com: Disney U: How Disney University
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Yes, the Disney University benefits from having iconic mascots such as Mickey Mouse and Donald Duck. More important, the Disney University enjoys the Four Essentials outlined above. Which of these does your organization bring to life? Excerpt from: Disney U. How Disney University Develops the World's Most . Engaged, Loyal and Customer-Centric ...

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Rather, it was their development of world-class employees through corporate values, operational philosophies, and a customer-centric formula that has made them into a world-class organisation.

Book Reviews : Disney U—How Disney University Develops the ...

Gordon Douglas Lipp known as Doug Lipp is a consultant, speaker, and author based in Fair Oaks, California. Lipp is an expert in leadership and customer service. He is the CEO and President of G. Douglas Lipp & Associates, a consulting firm. Lipp

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Previously served as head at the Disney
University Corporate Headquarters training
department and helped create the first
international Disney University at Tokyo
Disneyland. He has published books in English
and Japanese and has given over 1500 keynote

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