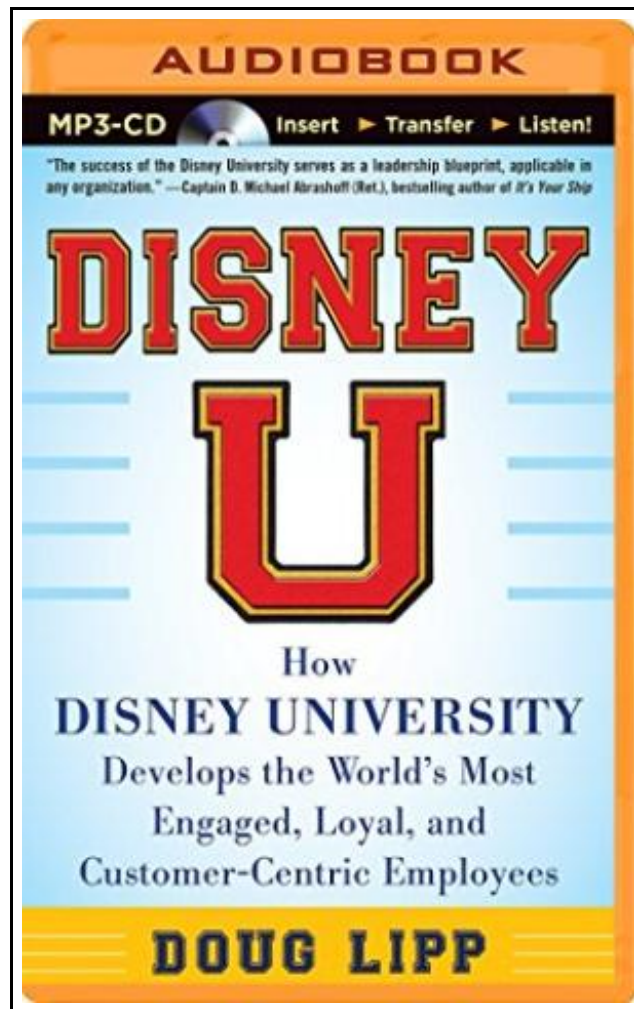


## Disney U: How Disney University Develops the World's Most Engaged, Loyal, and Customer-Centric Employees



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McGraw-Hill Education on Brilliance Audio, United States, 2014. CD-Audio. Book Condition: New. Unabridged. 170 x 132 mm. Language: English . Brand New. With a Foreword by Jim Cora, former Chairman of Disneyland International A leadership blueprint, applicable in any organization. Captain D. Michael Abrashoff, U.S. Navy (Ret.), and author of *It s Your Ship* When I first arrived at The Walt Disney Company, I was surprised to find I had to go back to school at Disney University! There, I learned the fundamentals of guest service that consistently gave Disney a tremendous advantage in the marketplace. Now, anyone can know these secrets of success thanks to Doug Lipp s informative book. No matter what your business, the lessons taught at Disney University will prove invaluable. Michael Eisner, Former CEO and Chairman, The Walt Disney Company When it comes to world-class employees, few organizations rival Disney. Famous for their friendliness, knowledge, passion, and superior customer service, Disney s employees have been fueling the iconic brand s wild success for more than 50 years. How has Disney succeeded in maintaining such a powerful workforce for so many years? Why are so many corporations and executives drawn to study how Disney continues to exemplify service and leadership standards? The Disney University, founded by Van France, trains the supporting cast that helps create the world-famous Disney Magic. Now, for the first time, the secrets of this exemplary institution are revealed. 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. These pioneers share behind-the-scenes success stories of how they helped bring Walt Disney s dream to life. *Disney U* reveals the heart of the Disney culture and describes the company s values and operational philosophies...



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