

Doug Lipp

Former Head of Training at Disney Studio's Walt Disney University

Available For:

- Keynote Speaking

[MAKE AN ENQUIRY](#)



About

Doug Lipp is an internationally acclaimed expert and distinguished consultant on customer service, leadership and diversity, who motivates, challenges and inspires audiences through his keynote presentations. Doug has spent over 30 years working from the front lines to the boardrooms of corporations around the world.

Formerly the Head of Training at Disney Studio's Walt Disney University, Doug Lipp also worked at Disneyland where he provided the well-known "Traditions" orientation program and other leadership courses. Pivotal in Doug's career with Disney was his experience in the mid-1980s 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 it remains today.

Join Doug as he takes you on an entertaining and insightful journey behind the scenes to discover both the secret of Disney's success and how it has overcome spectacular challenges.

Fluent in Japanese, Doug Lipp was on the start-up team for Tokyo Disneyland, working in Japan for two years creating Disney's first international theme park. Both when he worked for NEC Electronics and currently in his private consulting practice, Doug addresses the topics of global and domestic customer service, leadership and cultural diversity with his clients in the USA, Europe, Middle East, Africa and Asia.

He is the author of eight books including his best-seller *Disney U: How Disney University Develops the World's Most Engaged, Loyal, and Customer-Centric Employees*, plus *The Changing Face of Today's Customer*, which proclaims the use of cultural sense in addition to common sense — endorsed by prestigious business leader Peter Ueberroth and *One Minute Manager* co-author, Ken Blanchard — he is also the author of *Even Monkeys Fall From Trees*, about the balance of art and science for outstanding customer service.

Video



Testimonials

“

Your presentation was top notch and extremely well received. I would heartily and without reservation recommend Doug Lipp to any organisation interested in giving its employees a peek at the dividends of investing in exceptional customer service.

United States Air Force.

“

You were sensational!! I especially appreciated the fact that you customized a program to fit the needs of our audience. You did your homework and it showed! The audience loved your storytelling, unmistakable depth of knowledge and quick wit. You held their attention throughout the entire program. In short, Doug, you made us look good!!

Carlen Media Group.

“

Thank you for a wonderful learning experience. Your witty Disney experiences offer invaluable lessons in client service. Your references to our personal challenges made for a seamless presentation. You left the participants enlightened and energized.

Merrill Lynch.

“

Thank you so much for your great presentation! We've gotten informal feedback that the CMOs really enjoyed it. We really appreciate all the customisation you did for our group; it really enhanced the presentation. And the exercises worked really well.

Prudential International Insurance Service.

“

Doug Lipp was fantastic and a perfect fit for us! His presentation was extremely well-received and his key messages resonated throughout the full conference. He was a pleasure to work with and took the time to get to know our company before his keynote address. Such attention to detail is appreciated!

Bombardier - Toronto.

“

Words cannot explain how perfect you were! Just brilliant! Our president may be interested in bringing you in sometime in the future to talk to our merchants. Outstanding job! Thank you for everything!

Saks Fifth Avenue.

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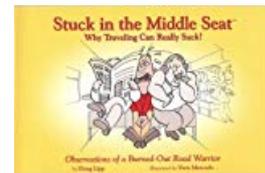
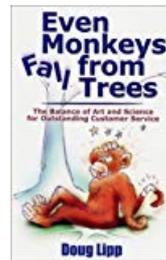
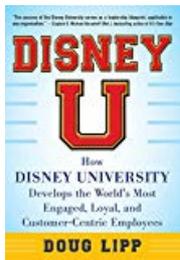
Doug Lipp is a master story teller! He joined our Mercedes-Benz leadership retreat to share some Disney magic surrounding the customer experience. His deep insights into the culture and delivery of customer care had our senior leaders challenged and engaged! A great speaker!

President & CEO - Mercedes Benz, USA,

We launched our global customer service strategy last fall with our executive team and Doug Lipp was one of our keynote speakers. He was spectacularly effective in setting the right tone and delivering the message that employee and customer engagement drive revenue and brand loyalty.

Cameron International Corporation.

Books and DVD's



TAGS FOR DOUG LIPP

Leadership

Retail

Change Management

Customer Service

Corporate Social Responsibility

Employee Engagement

Corporate Culture

Communication

Diversity & Inclusion

Talent Management

Teamwork

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