

EXPLORING LEADERSHIP AT THE *WALT DISNEY WORLD*[®] RESORT

The Disney Exploration Series (DES) offers students the unique opportunity to learn more about how the *Walt Disney World Resort* operates in key areas. Each class is highly interactive and encourages each participant to fully experience the 47 square miles of the *Walt Disney World Resort* as a learning laboratory. This opportunity consists of a series of conversations and presentations facilitated by Disney leaders from across the resort, sharing their insights and experiences. Each of these series consists of eight sessions, meeting once per week for two to three hours in length.

1. Introduction to Disney Exploration Series

The DES overview session is designed to provide the students with the following:

- a. Receive an overview of the Disney Exploration Series
- b. Explore opportunities to network effectively with presenters
- c. Review tips on how to participate fully in each session
- d. Discover helpful tools & resources
- e. Examine personal learning style

2. Pathways to Excellence and Diversity and Inclusion

"You can dream, create, design and build the most wonderful place in the world, but it requires people to make that dream a reality."

- a. Understand the expectations of our leaders and Cast Members in supporting diversity and inclusion
- b. Discuss the dramatic changes to the marketplace and business opportunities for our company
- c. Develop approaches to fostering an inclusive work environment

3. Gold of the Desert Kings

"The Leader's role is to combine ordinary resources into extraordinary results. Whatever we accomplish is due to the combined effort. In this organization there is respect for every individual."

- a. Apply project management and time management skills
- b. Identify the importance of goal setting
- c. Explore team success factors

d. Disney's Chain of Excellence

"In this volatile business of ours, we can ill afford to rest on our laurels. Times and conditions change so rapidly that we must keep our aim constantly focused on the future."

- a. Profit Chain Activity: Cast, Guest, & Financial Results
- b. Cast Excellence: Reward & Recognition
- c. Guest Satisfaction: Quality Service Matrix
- d. Loyalty = Financial Results

5. Disney Leadership Competencies

"In order to make good in your chosen task, it's important to have someone you want to do it for. The greatest moments in life are not concerned with selfish achievements but rather with the things we do for the people we love and esteem, and whose respect we need."

- a. Describe and identify behaviors for the 12 Leadership Competencies
- b. Accountability Matrix
- c. Goofy Leadership Activity

6. Motivation

"Of all the things I've done, the most vital is coordinating those who work with me and aiming their efforts at a certain goal."

- a. Vision
- b. Communication: Character Connection Activity
- c. Involvement
- d. Change

7. The Power of Story

"The way to get started is to quit talking and begin doing."

- a. Every Leader is telling a story about what he/she values. We judge ourselves based on our intentions... Others judge us based on our behaviors.
- b. Character of a Leader

8. Disney Exploration Series Closing Session

The DES Closing Session is designed to provide the students with the following:

- a. Debrief on the overall Disney Exploration Series experience
- b. Review tips on how to include the DES experience on a resume
- c. Learn ways to discuss the DES experience in interviews

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