

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 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

2. Disney's Chain of Excellence

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

3. Strengthening Teams

- a. Approaching conflict with confidence: identify five approaches to conflict
- b. Identify the importance of recognition and the filters to make it impactful
- c. Group activities to facilitate the learning

4. Pathways to Excellence: Diversity and Inclusion

- 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

5. The Power of Story

- a. Introduce four leadership storytelling concepts
- b. Explore how we lead our guests through their experience in the Magic Kingdom
- c. Identify the importance of details in a story

6. Disney Leadership Competencies

- a. Describe and identify behaviors for the 12 Leadership Competencies
- b. Interactive group activities that enhances the participants learning

7. Team Identification Activity

- a. In the field, students will look for leadership examples previously discussed
- b. Identify key components of a successful operation
- c. Groups report-out on their findings, describing all impacts to Cast, Guest and Business

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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