



A WEEK IN *Learning*

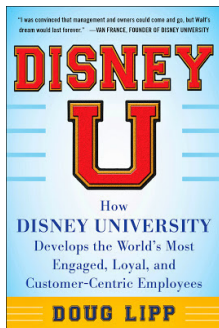
L&D RECOMMENDATIONS
for TED Talks, podcasts, books, and more!

DISNEY U By Doug Lipp

Recommended by Jana Pemberton, L&D Training Administrator

Disney's undeniable success is evident whether you're a fan or not. They've created themed parks where people can meet their favorite characters in real life, resulting in massive success. How did Disney achieve this?

Doug Lipp's book, *Disney U*, unveils the secret: Disney achieved their remarkable success by embracing a customer-centric culture and an employee-centered mentality. They view training their staff as an investment rather than an expense, ensuring exceptional service that leaves customers enchanted and drives repeat visits and soaring sales.



Here are my three favorite lessons from the book:

- Prioritize your staff: By valuing and investing in their staff, we create a positive and productive work environment that ultimately contributes to their overall success.
- Blend science and art in your business model: A flourishing business model strikes a harmonious balance between scientific approaches encompassing data analysis, strategies, and processes, and the artistic facets of creativity, innovation, and intuition.
- Embrace mistakes and plan for the future: Recognizing missteps and actively incorporating lessons from the past into your strategies fortifies your preparedness for future challenges and opportunities.

If you would like to read more about this book, click **HERE** or the button down below to read more recommendations on this book! Enjoy!

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