

Victory Performance Consulting

Helping good people change the world.



CREATING A CULTURE OF HOSPITALITY

How to Improve the Employee Experience

The man who envisioned the world-renown service culture of Walt Disney Parks and Resorts died over a half-century ago, yet his flagship theme park is still known as “The Happiest Place on Earth.” Walt knew that hospitality isn’t about amenities, it’s about making others feel welcome and appreciated. In today’s complex and competitive employment environment, hospitality is a key to creating happy workplaces. Fasten your seatbelt because this fast-paced e-ticket program, presented by former Disney leader Don Levonius, will inspire you to view employee experience through the magical lens of hospitality.

Format and Duration:

- Online (worldwide) or onsite (Americas, Europe, Asia); 4-8 hours

Learning Objectives:

- Define employee experience and describe the employee experience cycle
- Apply the Disney Guest Experience Cycle to create a hospitable org culture
- Identify ways you can reimagine your workplace and “plus” your EX
- Explain how language shapes culture and affects employee experience
- Create SMART goals to apply the principles of hospitality in your workplace

Leadership Competencies:

- Participative management
- Improving employee performance

Fields of Study:

- Personal / professional development
- Social environment of business