

# *Attended a Disney Institute program and not sure what to do now?*

**YOU JUST FOUND THE ANSWER... LSA PARTNERS<sup>SM</sup>**

## **Interested in Leveraging Over 45 Years of Disney Experience?**

- ❑ Are you interested in adapting Disney methodologies to your organization?
- ❑ Would you like a greater ROI on the Disney training investment you just made?
- ❑ Do you want expert advice from former Disney Institute facilitators and consultants who have helped other organizations to implement ideas?



## **We Provide the Guidance You Need!**

LSA Partners<sup>SM</sup> is a management and strategy consulting company that specializes in custom solutions for business adaptability, resiliency, peak performance, and growth. We work with key players from all levels of your organization to ensure that the results achieved improve productivity, efficiency, and profitability for the organization. With over 45 years combined experience with the Walt Disney Company®, and 13 years combined as facilitators and consultants with the Disney Institute, our team of experts can assist you in understanding the Disney philosophy and implementing ideas based on the Disney approach into your culture and organization, including:

- ◆ Creating and sustaining a service culture that gives you competitive advantage
- ◆ Integrating leadership accountability into your organization through developing and implementing methodology, processes, and tools for success.
- ◆ Communicating the organization's culture in your recruitment tools and identifying the non-negotiables (requirements) of right-fit hiring
- ◆ Designing an orientation program that immerses employees into your culture and communicates your expectations up front
- ◆ Crafting tools that support a service culture, such as:
  - ❑ Service Theme, which provides a common, unifying goal
  - ❑ Service Standards, which provide parameters for employee decision-making
  - ❑ Service Guidelines, which articulate the minimum expectations of behavior
  - ❑ Service Matrix, which enables the analysis of delivery systems and service standards
- ◆ Identifying communication methods and tools that perpetuate your service culture
- ◆ Aligning reward and recognition programs with behaviors that support a service culture

## **Reliable Expertise for Sustainable Performance!**

**LSA Partners<sup>SM</sup>**

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IMPLEMENTING THE DISNEY APPROACH