It’s A Jungle Out There…
It’s A Jungle Out There...

And

Even Monkeys Fall From Trees

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Disclaimer

This presentation contains information you might find interesting… or not… If you go to sleep, fall out of your chair and hurt yourself, I am not responsible.

Forward-facing management paradigms are the blah blah blah blah blah blah blah blah blah…

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Survival of the Fittest...
Survival of the Fittest…

From Davey Crocket to
The Lion King

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Survival of the Fittest…

From Davey Crockett to The Lion King And Beyond!

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The Wild Ride of Outwitting, Outplaying, and Outlasting Your Competition

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Lessons From Disney:

“Be Willing to Change To Remain the Same”
Organizations That Reinvent Themselves
Organizations That Reinvent Themselves Will *Dominate* Their Market!
Maximize Your Potential:

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Maximize Your Potential:

 Eliminate Obstacles

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Maximize Your Potential:

Eliminate Obstacles

Create Opportunities

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Obstacle #1

Let The “Old Ways” Rule

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“Old Ways”

• Stuck in A rut
• “That’s not my style”
• “Don’t exchange ideas with them”
• “What would Walt say?”
Obstacle #2

“We’re Sooooo Good”
“Soooo Good”

- Arrogance
- Complacency
- The One-Trick Pony
Obstacle #3

Everyone Else is:

“A Jerk”
“Incompetent”
“Too Demanding”

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I AUGHTA...

...WHY YOU...
“Everyone Else is a Jerk”

- Mutual Bashing & Contempt
- Robotic / Self-Centered
- Other Person’s / Group’s Fault
Obstacle #4

“Save” Your Way to Prosperity

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Save Your Way to Prosperity

- Fire the Matterhorn Climbers!
- Tinkerbell? What’s the ROI?
- Who Needs Training?
- Don’t Value Your Value

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Opportunity #1

Communicate

Communicate

Communicate

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Communicate

• Tear Down the Walls
Communicate

• Tear Down the Walls
• Consistency & Discipline
Communicate

• Tear Down the Walls
• Consistency & Discipline
• Words + Actions = Execution
Communicate

Hire Right

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Communicate

Hire Right

Train Right

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Communicate

Hire Right

Train Right

Treat Right

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Communicate

To Achieve & Sustain Your Culture

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Core Values
Opportunity #2

Observe, Imagine, Deliver

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Opportunity #2

Observe, Imagine, Deliver

Expanding the Possibilities…

…Through Teamwork!

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Teamwork

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Teamwork

• Seeing the Possibilities = Outwit
Teamwork

• Seeing the Possibilities  = Outwit

• Being Flexible  = Outplay
Teamwork

• Seeing the Possibilities  = Outwit

• Being Flexible  = Outplay

• Relying on Your Team  = Outlast

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Opportunity #3

The World Is Changing…

Are You?

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When is a Train,
Not a Train?
How Clean, Is Clean?
Survival of the Fittest

Lessons From:

• Bell Mobility
Survival of the Fittest

Lessons From:

• Bell Mobility

• Starbucks
Opportunity #4

Creativity “Disney Style”

Know Your Customer!

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Opportunity #4

Creativity “Disney Style”

Walk In Their Shoes

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THIS ISN'T AS EASY AS I THOUGHT...
Walk In Their Shoes

Think for Your Customer…

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Walk In Their Shoes

Think for Your Customer...

Solve Their Problems!

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Walk In Their Shoes

Think for Your Customer…

Solve Their Problems!

Prove Your Value!

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Walk In Their Shoes

Think for Your Customer…

“Where did I park my car?”

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Walk In Their Shoes

Think for Your Customer...

“When is the 3:00 Parade?”
Walk In Their Shoes

Think for Your Customer…

Popcorn Empowerment

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Walk In Their Shoes

Think for Your Customer…

Tigger Teambuilding

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Opportunity #5

Life on the Highwire

The Best Teams are Balanced

Where Do You Stand?

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Outstanding Service & Leadership
A Balancing Act of:

Art & Science

Maintenance & Risk-Taking

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Opportunity #6

It’s Up to You!

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Opportunity #6

It’s Up to You!

What Will You:

Start, Stop & Continue

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Short-Term (This Week)

Start: Stop: Continue:

Long-Term (Within 1 Month)

Start: Stop: Continue:

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"The greater danger for most of us is not that our aim is too high and we miss it,
"The greater danger for most of us is not that our aim is too high and we miss it, but that it is too low and we reach it"

Michelangelo
Don’t Just Survive...
Don’t Just Survive…

Thrive!

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