

DISNEY LEADERSHIP STRATEGIES

LEADERSHIP DEVELOPMENT

Designed For Students:

Grades 9th-12th

Ages 14-18

HELLO EDUCATOR!

Disney Youth Education Series is pleased to be able to provide you with these materials to gauge your students' progress as they prepare for and complete their Disney Y.E.S. experience.

To encourage creative thinking, open-mindedness, and generate excitement, we suggest that you use the Pre-Trip Coursework to help your students prepare for Disney Leadership Strategies. Upon your return to school, you might find the Post-Trip Assessment useful to measure student learning.

These tools are sure to get your students moving in the right direction and help ensure a learning experience that is relevant, inspiring, and thought-provoking!

We look forward to hosting you at the Walt Disney World® Resort where iconic settings, imagination, and storytelling come together to create a unique learning environment and life-long memories. See you soon!

DISNEY LEADERSHIP STRATEGIES

LEADERSHIP DEVELOPMENT

Designed For Students:

Grades 9th-12th
Ages 14-18

1. Group students into pairs. Each student pair to identify a local business leader within their community who would be willing to be interviewed.

- Students to conduct the interview using at least the following questions.
 - ✓ What do you do every day?
 - ✓ What qualities or skills do you have that enable you to do what you do?
 - ✓ What do you do that enables your employees to provide you with quality and efficient work?
 - ✓ What is your biggest frustration as a business leader?
 - ✓ What has been your greatest success to date?
 - ✓ How do you recognize your employees for outstanding effort?
 - ✓ What do you value most in an employee and why?
- Students to brainstorm any additional questions.
- Students to brainstorm and discuss how to prepare for the interview.
 - ✓ Attire for the interview
 - ✓ Assign questions between the student interviewers
 - ✓ Rehearse interview with another student pair
 - ✓ Determine what materials will be needed to conduct the interview
- Students to conduct the interview and share the results with the class.
- Lead the students in a group discussion of the leadership qualities and commonalities of those interviewed.

DISNEY LEADERSHIP STRATEGIES

LEADERSHIP DEVELOPMENT

Designed For Students:

Grades 9th-12th
 Ages 14-18

2. Divide students into groups of four. Students are provided with the following scenario.

- You are the leader of an emerging small business that will provide sales and service of computer hardware and software through a new retail store that has the potential to develop into a retail chain. You pride yourself in giving opportunities to individuals who:
 - ✓ Are personable rather than those who have specific experience or a formal education
 - ✓ Are budding talents
 - ✓ Have a knack for problem-solving and think out-of-the-box
 - ✓ Need basic job experience
 - ✓ Speak English as a second language
 - ✓ Have unusual backgrounds and experiences
- With the understanding that you would hire a very unique staff to operate your retail store, what type of initial and on-going training would you need to provide your team in order for them to first meet and then exceed performance and retail goals? Each group should present their training outline to the class.
- Group discussion to follow presentations focusing on meeting individual needs and productivity.

INITIAL TRAINING

- ✓ Orientation—team building, appearance standards, code of conduct standards, time and pay, chain of command, community awareness, etc.
- ✓ Cultural sensitivity training
- ✓ Safety training; risk management and prevention
- ✓ Job-specific training; inventory control, theft prevention, cash-handling, report generation, closing and opening procedures, telephone etiquette
- ✓ Relationship management: customer and co-worker
- ✓ Reward and recognition for achievement

ONGOING TRAINING

- ✓ ESOL training
- ✓ Performance coaching
- ✓ Technology upgrades
- ✓ Sales and service standards
- ✓ Marketplace awareness
- ✓ Risk management and prevention

DISNEY LEADERSHIP STRATEGIES

LEADERSHIP DEVELOPMENT

Designed For Students:

Grades 9th-12th

Ages 14-18

At the conclusion of the Disney Leadership Strategies experience, have each student do the following:

1. Discuss and demonstrate the benefits of employee training and development
2. Articulate the role of communication in developing and implementing business objectives
3. Discuss and demonstrate various recognition methods
4. Demonstrate the relationship between leader and employee
5. Discuss the role and value of entrepreneurial leadership within a team
6. Define empowerment
7. Define entrepreneur