

EXPLORING PEOPLE MANAGEMENT AT THE WALT DISNEY WORLD® RESORT

The Disney Exploration Series (DES) offers students the unique opportunity to learn more about how the *Walt Disney World* Resort operates in key areas. Each class is highly interactive and encourages each participant to fully experience the 47 square miles of the *Walt Disney World* Resort as a learning laboratory. This opportunity consists of a series of conversations and presentations facilitated by Disney leaders from across the resort, sharing their insights and experiences. Each of these series consists of eight sessions, meeting once per week for two to three hours in length.

1. Introduction to Disney Exploration Series

The DES overview session is designed to provide the students with the following:

- a. Receive an overview of the Disney Exploration Series
- b. Explore opportunities to network effectively with presenters
- c. Review tips on how to participate fully in each session
- d. Discover helpful tools & resources
- e. Examine personal learning style

2. Recruiting Your Cast

Participants travel to where it all begins... the Casting Center. Learn what it takes to staff the largest single site employer in the country.

- a. Explore the various departments that are located within Casting
- b. Identify the recruiting process from beginning to end
- c. Discover the differences in recruiting processes between Disney College Program, Disney International Program, General Hires and Professional Hires

3. Training Your Cast

Learn about our company's commitment to training through the years and how to identify the differences between learning, education, development and training.

- a. Discover the history of Traditions and why as well as how it began with Van France and Dick Nunis
- b. Identify the training process from Traditions to continuous learning
- c. Explore the history and responsibilities of Operations Learning & Development

4. Developing Your Cast

Participants receive tools, resources, and role-play scenarios, which highlight the various developmental opportunities here at the Walt Disney World Resort.

- a. Identify methods of providing constructive feedback
- b. Explore ways to discover the developmental needs of Cast Members
- c. Discuss the Performance Connection program

5. Elements of Managing People

This session offers insight into the importance of relationships between employer, employee, and the union.

- a. Explore ways to manage within a unionized environment
- b. Learn how to set realistic complications
- c. Identify various performance management techniques

6. Workforce & Benefits Planning

Participants explore how the company analyses an employee's needs and wants when developing compensation packages.

- a. Explore the complexities in workforce planning
- b. Identify various benefit opportunities
- c. Learn about total compensation planning

7. Motivating and Recognizing Your Cast

Leaders share the importance of the Disney Difference offerings and how to get involved in Cast Activities and Events.

- a. Discuss different preferences for public versus private recognition
- b. Explore various methods of personal motivation
- c. Identify current recognition

8. Disney Exploration Series Closing Session

The DES Closing Session is designed to provide the students with the following:

- a. Debrief on the overall Disney Exploration Series experience
- b. Review tips on how to include the DES experience on a resume
- c. Learn ways to discuss the DES experience in interviews

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