

BIOGRAPHY

Lenn Millbower, BM, MA, The Mouse Man™

Disney training leader, big picture thinker, adult learning expert, five-time published author, keynote speaker and workshop facilitator

Lenn Millbower is the founder and president of *Offbeat Training LLC* --- an organization specializing in teaching Disney methodology so that business professionals can make their own magic.

Lenn has extensive experience in healthcare, training and education, instructional design, customer service, leadership, innovation, and presentation skills over the past three decades in a variety of organizational environments. His lauded learner focused strategies give him a real-world perspective on the relevant application of brain-based adult learning methodologies.

Prior to founding *Offbeat Training LLC*, Lenn was a training leader at Disney World Learning Solutions where he managed the team that wrote and documented all operational employee training. He wrote leadership, technical, and soft-skills training as the instructional design training manager for Walt Disney Entertainment, including the Disney Character training program and all the technical fireworks training. At the Disney Institute, Lenn was the instructional designer and content owner for *The Disney Approach to Loyalty*, *The Disney Approach to Quality Service* and *The Disney Approach to Quality Service for Health Care Professionals*. Working as an instructional designer for the Disney University, Lenn wrote several training programs, including Housekeeping, Custodial, Attractions, Ticket Sales, customer service, and orientation programs for Epcot, Disney's Animal Kingdom, and Walt Disney World. Finally, on the Disney's Animal Kingdom opening team, Lenn wrote and established the entertainment training offerings and department. In recognition of his efforts on the opening team of Disney's Animal Kingdom, Lenn was recipient of Disney's highest internal recognition award: Partners in Excellence.

Post Disney, Lenn uses consulting, keynotes, workshops, and coaching to apply Disney methodology to client organizations. Clients have included well known healthcare, governmental, military, supermarket, and insurance industry organizations. This consulting has been so successful that his latest client, Lowes Foods, has increased profits by 50% per day. Another client, Hamilton Health Care system saw its HCAHPS scores increase by over 15%.

Lenn practices the interactivity he preaches. His keynotes, seminars, and workshops use a highly engaging, interactive and enjoyable mixture of entertainment-based techniques that energize trainees while fully demonstrating the effectiveness of his techniques in real-world applications. Lenn focuses on demonstrating practical techniques that the trainees can immediately apply. His examples are specific and targeted to the training needs of the organization he is training.

A highly successful speaker and trainer, Lenn has delivered well-received presentations at international conferences including the American Management Association, the American Society for Training & Development, the Association for Supervision and Curriculum Development, the International Alliance for Learning, the International Society for Performance Improvement, the National Speakers Association, the Society for Human Resource Management, and the Training national and international conferences.

Prior to his training and education career, Lenn was a professional magician, comedian, and musician who performed extensively throughout the United States, Canada, and on cruise ships.

Lenn's published works include *The Learnertainment@Pocket Tip Book*, *CLOUT Competencies Inventory*©; *Show Biz Training*; *Cartoons for Trainers*; *Game Show Themes for Trainers*; and *Training with a Beat*. Contributing works include *Speaker*, *Training* and *T&D* magazines, and the books *90 World Class Activities from 90 World Class Trainers*, *the Pfeiffer Annual*, and *The Training and Performance Source Book*.

Lenn received his BM in Composition from Berklee College of Music and his MA in Human Resource Development from Webster University. He is a professional member of the National Speaker's Association, the American Society for Training and Development, a former board member of the National Speakers Association of Central Florida, the International Alliance for Learning and the Contract Trainer's Association, and is listed in several *Who's Who* editions.



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Dr. Rodney Miller PhD, Leadership Expert

Disney University and Disney College Program leader, clinical psychologist, organizational health expert, leadership trainer

With over 25 years in education, organizational leadership, motivational training and strategic consulting, Dr. Miller has a solid record of success in the full scope of consulting services from the initial sale, to program design and development, to implementation of dynamic training. His most recent activities have helped the Hamilton Health Care System revitalize and refocus its leadership.

He is highly effective in senior executive development and coaching with CEOs and Fortune 100 leaders. An innovative communicator, Rodney is recognized for a special ability to establish rapport with widely diverse individuals and audiences. He is especially adept at delivering hard truths in a non-threatening down-home country package. He is especially noted for this ability to achieve positive results in highly sensitive and conflicted situations. Because Rodney is a clinical industrial psychologist, he is an expert in the delivery and analysis of behavioral assessments.

Dr. Miller is a long-time consultant for The MIT Bernard Gordon Engineering Leadership Program's curriculum development in the redefinition of Energy Education. In that position, Rodney works with colleges and universities to introduce leadership and people management to that high technical field. He has also collaborated with Penn State University on Project Based Learning and build a team-based-learning program with the University of Toronto College of Engineering.

From 2005 through 2010, Dr. Miller was Director of Learning and Development and Dean of the corporate university for Florida Power and Light (FPL). While at FPL, developed an A.S. degreed craft worker pipeline for Nuclear and Fossil Generation with three colleges, Indian River State College, Miami Dade College and Palm Beach Community College resulting in a League of Innovation Award and over 50 new hires per year.

While at FPL, Rodney Lead a creative team of course designers to design education and training previously done by vendors reducing cost by \$ 750,000 with in house designs. He also developed an A.S. degreed craft worker pipeline for Nuclear and Fossil Generation with three colleges, Indian River State College, Miami Dade College and Palm Beach Community College resulting in a League of Innovation Award and over 50 new hires per year. He was also national recognized and awarded for corporate university accomplishments for FPL Group University in 2005.

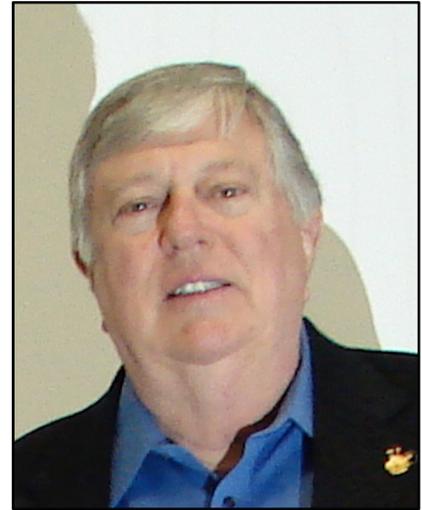
At the Walt Disney World Resort, he managed the educational partnerships for the Walt Disney World College Program. Some of his responsibilities included academic course design, classroom instruction and design and measurement for class effectiveness. Rodney was also the liaison for over 400 college and university credit agreements where he worked directly with various college presidents and chancellors.

Dr. Miller was also the head of instructional design at the Disney University, the internal training arm of Walt Disney World Training and Development. While there, he oversaw the development of training programs as widely diverse as leadership, housekeeping, entertainment and technical skills.

Prior to his time at Walt Disney World, Dr. Miller was a professional corporate psychologist responsible for the management of training programs, assessment of individuals and group culture, executive coaching, career transition and organizational development for Fortune 500 companies.

Rodney received a PhD in Psychology from California Coast University (ABD), a Master of Arts in Mental Health Counseling from the University of Central Florida and a Bachelor of Science in Management and Economics from the University of Florida.

He is a member of Phi Kappa Phi, Kappa Delta Pi, Chi Sigma Iota, the MIT Bernard M. Gordon School of Engineering Leadership Program – Board Member, Co-Operation Education and Internship Association (CEIA) – President, National Commission on Co-Operative Education (NCCE) – Board Member, National Career Development Association (NCDA) the American Counseling Association (ACA) and the American Association of Marriage and Family Therapy (AAMFT)



BIOGRAPHY

Don Levonius, BS, MA, Performance Expert

Disney training leader (security, transportation, resort hotels);
employee performance specialist; certified coach and trainer

As a consultant, coach, trainer, and international public speaker, Don Levonius draws on over 17 years of progressive leadership experience, including 13 years with Disney where he was a leader of leaders.

Today Don specializes in employee performance analysis and leadership development training to help equip leaders and teams for positive impact. He is also a member of the John Maxwell Team, which enables him to tap into and share the experience and insights of one of the greatest leadership gurus of our time, John C. Maxwell.

Don began his professional career in New York City, where he managed security and loss prevention for upscale Fifth Avenue based retailer B. Altman & Co. and Paramus, New Jersey based department store chain Stern's.

Don was subsequently hired to manage loss prevention and fraud investigations for Disney theme parks, as well as the company's supply chain and distribution centers. Following the 9/11 attacks, Don was asked to help the company significantly transform its security training in an effort to combat the increased threat of terrorism.

Under Don's leadership, the Disney Security Training Institute became a Florida state licensed and certified developer and trainer of anti-terrorism and crisis response security classes and simulations that became an international benchmark for private and public sector security organizations.

As a result of his team's successes, Don was promoted to lead learning and development for Disney Transport (monorails, watercraft, and buses) and 23 Walt Disney World Resort hotels (25,000 guest rooms) with over 200 retail and dining locations (US \$1.5B). His team of 21 managers, 100 coordinators, and over 500 trainers was responsible for all aspects of operations and guest service training for a workforce of approximately 20,000 Disney employees. Don later became a senior leader of Disney University, the company's corporate university.

In 2009, Don left Disney, founded Victory Performance Consulting (VPC), and began providing learning solutions for a number of prominent organizations including General Electric, BP Oil, NBC Universal, the Florida Attorney General's Office and The Institute of Internal Auditors (The IIA).

After benefiting from his expertise one of Don's clients, a professional association with over 180,000 members, offered him a full-time position directing development of its curriculum and overseeing delivery of over 200 leadership development seminars annually (US \$3M). Don embraced the challenge and for nearly four years helped The IIA vastly improve the quality of its top revenue producing product line.

In 2013, Don left The IIA to again focus exclusively on leading the VPC team and serving its growing list of clients, which now includes: General Motors, Just\$ave Foods, Land O'Lakes, Inc., Lowes Foods, YRC Worldwide, ASIS International, Association of College and University Auditors, CoreNet Global, CORFAC International, ISACA, Professional Risk Managers International Association, Florida Attorney General's Office, The Institute of Internal Auditors, and Valencia College, among others.

Don holds master's degrees in human resource development and business & organizational security management, undergraduate degrees in management and business administration, and certifications from a number of prominent leadership development organizations including Development Dimensions International (DDI), Achieve Global, Franklin Covey, Lead Like Jesus, and John C. Maxwell.

He is an author for the Association for Talent Development, which publishes his articles on employee performance, training, and coaching in over 120 countries, and is currently writing a book on his favorite leadership topic – ethics.



BIOGRAPHY

Debbie Zmorenski, BA, MBA, Process Engineer

Former Disney operational leader, cultural and structural reorganization, business process re-engineering

Over the course of a 34-year career with Walt Disney World®, Debbie held leadership positions in restaurant management, Human Resources, training and development, customer service, production manufacturing and resort operations.

As Customer Service Manager for Disney's Textile Services, Debbie was a member of the executive team that redesigned the production manufacturing culture and processes, implementing self-managed work teams.



She was responsible for re-engineering the linen ordering and management processes for Walt Disney World®, instituting a just-in-time delivery system that resulted in \$500,000 annually in linen purchasing costs and improved customer service scores by 75%. As Area Manager for the Resorts Costuming division, Debbie collaborated with engineers to redesign the costume distribution system, rolling out the new employee take-home program and redesigning the costuming issue structure, transitioning to a self-service process. This process became the benchmark model for all other costuming areas in the company.

Working as a Senior Facilitator and Content Specialist for The Disney Institute® Debbie's responsibilities included facilitating business seminars for senior level managers and executives from Fortune 500 companies worldwide, e.g., PriceWaterhouseCoopers, Volvo Cars UK, Proctor and Gamble, Arkansas Children's Hospital, Boeing, etc. Also at Disney Institute, she collaborated with The Disney Institute Instructional Designers to bring the guest and operational perspective to program content, ensuring guest satisfaction and loyalty to The Disney Institute professional development programs.

The cornerstone of Debbie's success is her expertise, skills, and experience in process improvement. She has the unique ability to accurately assess current organizational processes, identify roadblocks and barriers within the current processes, policies, and procedures and practically apply strategies, tactics, and tools that drive long-term success. All of her work is collaborative and specifically designed for the needs of the organization. For example, as the Advisor for Florida's Blood Centers, Debbie collaborated with a cross-functional team of managers and employees to conduct a Business Process Review (BPR) of blood drives. Through the BPR process, it was discovered that each blood drive consisted of 85 steps. With Debbie's guidance and process improvement strategies, blood drives were reduced to 32 steps, resulting in Florida's Blood Centers gaining efficiencies overall that reduced waste in supplies and labor, and enabled the Blood Centers to offer additional monthly drives resulting in significantly increased blood collections.

Debbie received her BS degree from Nova Southeastern University, her MBA from University of Phoenix, and is authorized by the American Management Association as an administrator of the Myers Briggs Type Instrument® (MBTI). She is published in *Noria Magazine* with 23 articles written on the various topics of operational and talent management. Debbie is a recipient of the Partner's in Excellence award, the highest honor awarded from the Walt Disney World® Company. She received the Orange County Volunteer Teacher of the Year award for excellence in education as a Junior Achievement volunteer teaching Personal Economics to 8th graders.

BIOGRAPHY

John E. Murray III, BA, MBA, Measurement Expert

Disney leader, analyst, project manager, technology integration consultant, healthcare customer experience leader, automotive business solutions driver, evaluation specialist, change consultant

From opening theme parks to establishing health centers and enhancing retail locations, John has played key roles and led initiatives in establishing and maintaining favorable, leading and lagging indicators within corporate learning (The Walt Disney Company), customer experience (Cigna-HealthSpring), hospitality (Walt Disney World Resort), healthcare (LivingWell Health Center), retail (Barnes & Noble), quick service restaurants (McDonald's & Taco Bell), and health insurance (BlueCross BlueShield) environments.



With over 20 years of Disney experience, 10+ years of healthcare leadership, and 10 years as an entrepreneur, John's focus has been on understanding how culture, learning, and business strategies impact customer experience. Throughout his career, John has used his passion for learning and talent aligning data with results that improve organizations.

In an operational leadership role at Disney-MGM Studios, John ensured the quality and consistency of a \$5+ million dollar standing inventory and a \$500,000 evolving inventory, 200+ employee labor budget for operational costuming through the use of proprietary systems, as well as a self-created projection tool for ordering and scheduling.

At the Disney University, John helped new and existing leaders impact the organization through culture-rich, leadership development programs such as Crossroads to Leadership, Management Core, and Foundations. When the opportunity arose to evaluate company training initiatives, John helped establish the norms for measuring the training impact of global Walt Disney World Resort courses and training programs. Following the Kirkpatrick model for training evaluation, standards were set around satisfaction, knowledge, application, and ROI. John was a key subject matter expert for the basic and advanced training evaluation classes for Training & HR leaders across the organization.

At the Disney Reservation Center, John helped transition the organization from an order-taking culture to a sales-driven team. Under John's leadership, the Training Evaluation and Cast Measurement Team provided coaching and feedback to operation leaders and training teams to align training initiatives to agent-level performance and Guest impact. The team helped bridge the gap between training tasks and business strategy.

John's first venture into healthcare was with Regence BlueCross BlueShield where he led learning efforts for Member Services. The Continuing Education and Training team gathered and analyzed priorities for all learning enhancement requests and process changes. These efforts influenced customer satisfaction by 5%-15% through the design and delivery of learning programs focused on skill building, knowledge reinforcement, role improvement, and development. Along the way, application of team and individual development plans were increased by at least 35%.

As the first Director of Customer Experience at HealthSpring, a healthcare company focused on Medicare and Medicaid, John led efforts at local health centers to maintain high-levels of Net Promoter results within a self-established, phased measurement approach while demonstrating high intent to return and attention to detail with 98% favorable ratings for leading indicators and 94% favorable ratings for lagging indicators. John's role expanded beyond measurement to include creating training solutions that would influence relationships with doctors, nurses, pharmacies, and healthcare vendors. John led the efforts to select, design, and implement a Learning Management System (LMS) to track and maintain training records which was recognized as an industry best practice from government auditors.

In his role as Director of Business Solutions and Data Analytics at Precision Dynamics International, John designed, delivered, and measured the first of its kind Field Force onboarding and enterprise training program for a top automotive manufacturing and finance company, achieving high Net Promoter Scores (NPS) and knowledge retention. He also led a team of industry experts and consultants who developed and delivered training to leaders and global teams.

John shares his progressive experiences in customer satisfaction and loyalty measurements, leadership, and adult learning, through integrity, dedication, and learning passion with every individual, team, and organization with which he partners.