

DISNEY KEYS TO EXCELLENCE AGENDA

7:30 AM – 8:00 AM

Registration / Breakfast (continental, provided)

8:00 AM – 9:30 AM

Leadership, Disney Style: Participants discover how effective leadership has been the catalyst at Disney to drive employee/customer satisfaction and bottom-line results, from the company's inception to today.

10:00 AM – 11:30 AM

Management, Disney Style: Participants examine the importance of integrating an organization's corporate culture into selection, training, and care.

11:30 AM – 1:00 PM

Lunch (provided)

1:00 PM – 2:30 PM

Service, Disney Style: Participants explore world-renowned Disney principles for service excellence.

3:00 PM – 4:30 PM

Loyalty, Disney Style: Participants learn key practices and principles in building and sustaining loyalty that have made Disney a trusted and revered brand around the world for more than 75 years.



**MARK YOUR
CALENDAR FOR
July 26th, 2007**

PLEASE COMPLETE AND MAIL
REGISTRATION FORM TO:
**Hamilton County Leadership Academy
P.O. Box 1414 Noblesville, IN 46061**

**OR FAX COMPLETED FORM TO:
317-770-1540**

PRINT, COMPLETE, DETACH, AND MAIL YOUR REGISTRATION TODAY!

Disney Keys to Excellence REGISTRATION

CONTACT INFORMATION

Full Name _____

Title _____

Address Line 1 _____

Address Line 2 _____

City/State/Zip _____

Phone _____

Fax _____ E-Mail _____

FEES

The admission to the program will be \$349.

A discount of \$100 will be available to Hamilton County Chamber members (\$249) and HCLA graduates.

An additional discount of \$100 will be available per attendee for any organization sending more than one person to the program. (So, \$249 for any subsequent attendees of non-Chamber registrants or \$149 for any subsequent Chamber registrants or HCLA graduates.)

CANCELLATION POLICY

Pre-registration and payment is required. Registrants who do not attend will be billed the full amount. HCLA reserves the right to cancel the seminar(s) described in this publication for any reason. If a seminar is cancelled, a full refund will be given.

PAYMENT METHOD

Check enclosed (make check payable to HAMILTON COUNTY LEADERSHIP ACADEMY)

Purchase order attached

Credit Card

Visa MasterCard Discover

Credit Card Number _____ Exp. Date _____

Signature _____

Full Name (as it appears on credit card) _____

Address Line 1 _____

Address Line 2 _____

City/State/Zip _____

CONTINUING EDUCATION CREDIT

Disney Institute is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Each session is 1.5 content hours for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN 37219-2417. Website: www.nasba.org. Disney Institute is also registered with the American College for Healthcare Executives (ACHE). Guests wishing to apply to either of these organizations must contact the Disney Keys office at (407) 566-6449 at least one week prior to the program for special instructions. Any complaints regarding this event may be directed to the same number.