



Engaging Outcomes

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Mary K. Cooper, MBA

Professional Experience

Mary is an acclaimed speaker and facilitator who has presented keynotes and delivered training to diverse audiences and organizations around the world. Her professional background includes specialty retail, hotel resort management and quick service restaurant operations with Fortune 100 companies. Six years with McDonald's® Corporation and five years with the Limited Corporation® led the way for her twelve years with the Walt Disney World Resort®. Mary quickly moved into leadership roles including being selected as a member of the Disney Traditions team, which facilitated the company's cultural orientation program. As a leader at Disney's Polynesian Resort, Mary was part of the team responsible for the design and implementation of a "Leadership by Values" process for 900 employees. Her partnering with executive leadership to initiate and create lasting cultural change resulted in a measured increase in customer and employee satisfaction. The company recognized Mary's contribution by honoring her twice with Disney's highest regarded corporate award, "Partners In Excellence". In addition, this best practice was published by the World Travel & Tourism Human Resource Center, Cornell University, the American Hotel Foundation and in the book *Be Our Guest: Perfecting the Art of Customer Service* written by the Disney Institute. For six years, Mary shared this and other best practices as a consultant for the Disney Institute, assisting leaders and organizations from around the world.

Mary is a Certified Master of *The Leadership Challenge*®, qualified by the American Management Association (AMA) International to administer the Myers-Briggs Type Indicator (MBTI)®, trainer of *The Five Dysfunctions of a Team*® and the *EISA*® Emotional Intelligence assessment and workshop, and is certified to administer the BarOn Emotional Quotient Inventory (BarOn EQ-i®), the BarOn Emotional Quotient Inventory-360 (EQ-360®), the Team Emotional and Social Intelligence (TESI®).

Some of the distinguished organizations Mary has worked with include: the Office of the Inspector General, U.S. Department of Defense, the U.S. Department of Justice, Y-12 and the U.S. Department of Energy, Defense Contract Management Agency, Meridian Health System, and Nestle-Waters.

Education

A graduate of Dale Carnegie Training® in 1988, Mary became a certified trainer of the Dale Carnegie Course® impacting hundreds of students until she retired in 2001. She received her Bachelor of Science degree in education from Pennsylvania State University in State College, Pennsylvania and her Master of Business Administration with an International Concentration from the Crummer Graduate School at Rollins College in Winter Park, Florida.

Interests

Mary enjoys traveling with her husband John and has visited Europe, Africa, and hiked the Inca Trail to Machu Picchu in Peru. She has completed several half and full marathons, including the Marine Corps and Disney, with plans to run several more.

