

# Leadership & Relationships:

Build Trust, Empower Growth – The Disney Way!

## What Is LMX Theory?

Leader-Member Exchange (LMX) Theory is all about the quality of relationships between leaders and individual team members.

High-quality exchanges thrive on trust, communication, support, mutual respect, and shared influence.

## How Disney Exemplifies LMX

Cast First Leadership, Visible & Engaged, Individualized Support  
Story-Driven Training, & Empowerment Culture

## How You Can Lead Like Disney

Be Present & Engaged, Learn Everyone's Story, Communicate Clearly & Often, Empower... Don't Micromanage & Recognize the Magic in Others

## Why It Matters

High-quality leader-member relationships foster:  
Greater trust and loyalty  
Higher engagement and job satisfaction  
Better teamwork and collaboration  
Increased innovation and creativity

## Final Thoughts from London

"Disney proves leadership isn't about authority – it's about connection. By leading with trust, presence, and recognition, you can create Disney-style magic in every interaction."



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