

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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