



Author World-Class Consultant Master Trainer

## BIOGRAPHY

*Straight Talk. Real Results.™*

*"Mark David Jones is the most versatile, dynamic, and "easy to do business with" speaker I have hired in 20 years."*

—Kraft Corporation

### About Mark David Jones

#### Professional Experience

Mark is a highly demanded speaker, acclaimed author, and business consultant—having worked with dozens of Fortune 500® companies and numerous international corporations in six of the seven continents of the world. Mark has a solid reputation as an innovative, results-focused catalyst for helping clients make a difference. His hunger for challenges and ability to discern root causes of complicated organizational problems have been a key part of the many successes in his career. Mark's dynamic and engaging style has earned him a reputation as an inspirational world-class speaker—driving audiences to action.



Mark's professional career at Disney® spanned 26 years, working in a variety of leadership roles in Operations, Entertainment, Guest Relations, Tickets, Transportation, Resorts, and Human Resources. In 1992, during his doctoral studies at the University of Florida, Mark was recruited to work with leaders/teams at the Federal Aviation Administration's national training headquarters. As the organization's senior consultant, Mark was heavily involved with the Department of Transportation's operational redesign—spearheading initiatives such as executive development, assessment and design, change dynamics, self-managed/directed work teams, and train-the-trainer programs.

Mark returned to the Walt Disney World Resort® in 1996 when requested to lead the growth of the Disney Institute® Professional Programs. While in this role, Mark was in charge of Leadership, Creativity & Innovation, and Quality Service initiatives. In recognition of his contribution to the Disney® organization, Mark was nominated for the prestigious "Partner's in Excellence" award—Disney's highest regarded corporate award.

Currently, as President of Small World Alliance, Inc., Mark leads a group of former Disney® executives/leaders in helping organizations of all sizes achieve world-class excellence. In addition, he serves on Chief Learning Officer magazine's Business Intelligence Board as well as teaching for the Southern Methodist University's Executive MBA program.

Mark has a unique skill set that makes him an ideal speaker to engage your audience. With extensive leadership and consulting experience within both the public and private sector—including an award-winning career at the renowned Disney® Company, Mark provides expertise for nearly every facet of your organization's needs.

#### Education

Mark's pragmatic expertise is complemented by a Bachelor of Science degree in Interpersonal Communication and a Master of Science degree in Organizational Communication with minors in Business/Management from Florida State University. His doctoral work at the University of Florida was in Organization Development with a focus in leadership and international business.