



Rob Morton

Program Consultant, Disney Institute

Rob joined the Walt Disney World® Cast in 1979 and has held a variety of leadership positions in Theme Park Attractions Operations, Bus & Monorail Transportation, Guest Relations, International Programs, and Disney Institute Youth and Professional Development Programs.

He has specific management experience in the areas of hiring, labor scheduling, budgeting, training, and as a member of several special event task force teams.

As the area manager for Epcot® Guest Relations, Rob was responsible for implementing service recovery strategy and leading an inbound call center with two million annual call volume. Prior to joining the Disney Institute facilitation team, he was the senior financial analyst for program operations. In 2000, Rob was honored to receive the Partners in Excellence peer recognition award.

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Craig Bentley

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Craig Bentley is an executive coach and senior communications consultant. Craig is a sought-after communications coach and consultant with a strong business and financial background. His thirty years of experience in domestic and international financial markets, banking, business development, and strategic planning provide his clients with a diverse, strategic perspective to leadership communications. He has coached and consulted with a number of CEO's, CFO's, and other executives at major national and international corporations.

Craig holds a Bachelor of Arts degree in International Studies from Dartmouth College, and attended the Graduate School of Business at the University of Chicago.

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