

Debbie Lynn (DL) Karl, **Senior Associate**

Debbie Lynn (DL) Karl is one of the leading product development experts in the training and development industry. As the former Vice President, Product Development for AchieveGlobal, a \$75+ million global leader in classroom and web based leadership, professional sales, and customer service training, she managed the design and development of performance improvement solutions in Leadership, Customer Service, and Sales.

More recently she was the Charthouse Learning (FISH!) director of curriculum and is currently working on the latest Disney Approach to Successful Sales benchmarking program

During her tenure at Disney University, DL guided a company-wide board of regents' process that advised on global (leadership and service) and line-of-business training strategies for the Walt Disney World Resort. This included implementing learning strategies for an employee base of 52,000 (from frontline to executive levels) to align training with business objectives.

She has written and presented extensively on the issues of customer service, leadership and performance-based training

Debbie Lynn graduated with a Master of Arts from the University of Central Florida and resides in Windermere, Florida