

Jeremy, Disney Cruise Line learning and development manager, guides crew into their next adventure - Disney.com

Source: gnews-leadership-development | **Published:** October 16, 2023 | **PMS Relevance:** PMS RELATED | **Type:** Opinion/Commentary | **Geography:** Global

Source URL: <https://news.google.com/rss/articles/CBMi9gFBVV95cUxPOHZCbXdwTDQ4WXhLT3lvTzBZbUV>

Executive Summary

This article profiles Jeremy, a learning and development manager at Disney Cruise Line, as part of a recruitment campaign for a similar open role. The piece addresses the nature of learning and development (L&D) work within the Disney Cruise Line HR function, presenting Jeremy's career narrative as illustrative of the role's scope and appeal. Jeremy describes nearly 18 years with The Walt Disney Company, spanning all U.S. Disney theme parks and all five Disney Cruise Line ships. His responsibilities include new hire onboarding, compliance training, leadership development, career navigation, and partnership with shipboard officers and Disney University. The article frames the L&D manager role as requiring facilitation skills, adaptability, and the ability to connect across diverse populations. Key conclusions drawn are that Disney's brand identity — centered on optimism and creating happiness — forms a meaningful part of employee motivation, and that the role's rewards are framed as compensation for demanding working conditions including long hours and extended time away from home. The article closes with a direct call to apply for the same role.

Key Insights

1. The Disney Cruise Line L&D manager role encompasses new hire onboarding, compliance training, leadership development, and crew career navigation — a broad remit typical of a generalist L&D function in a hospitality context.
2. Jeremy emphasizes psychological safety and authentic self-expression as core elements of the crew experience he works to create, reflecting a values-led approach to HR practice.
3. The article implicitly frames the Disney brand as a talent retention mechanism, with the company's global reach and cultural identity cited as differentiators over other employers.

Practical Takeaways

- L&D roles aboard Disney Cruise Line require facilitation comfort across group sizes ranging from three to over one hundred participants, drawn from diverse global backgrounds.
- The role involves partnership with both onboard officers and Disney University training professionals, indicating a matrix-style operating model for learning functions.

Critical Analysis

This article is explicitly promotional content produced by Disney to support active recruitment. It carries significant employer-branding bias and presents no independent evidence, data, or critical perspective on the L&D function described. The profile format is one-sided by design — Jeremy's account is entirely positive, and no challenges, failures, or structural limitations of the role are explored beyond a brief acknowledgment of long hours. There is no methodology, no research, and no comparative data. As a source for understanding performance management systems or L&D practice in organizational contexts, its value is minimal beyond illustrating how Disney positions its HR brand externally.

Organizational Practice

Disney Cruise Line operates a dedicated L&D manager role within its shipboard HR team, responsible for new hire onboarding, compliance training, leadership development, career navigation, and learning partnerships with officers and Disney University professionals.

Strategic Implications

The article reflects a talent acquisition strategy that leverages brand identity and experiential benefits — global travel, park access, cultural diversity — as recruitment differentiators in a high-demand, high-attrition hospitality sector. The broad scope of the L&D manager role suggests a lean HR structure aboard ships where a single professional covers functions that larger shore-based organizations might distribute across multiple specialists.

Validation Status: passed

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