Leading Out of Disruption

Dick Richardson, Leadership Facilitator
Flight 1549 Passenger
Our Leadership Experiences
Impact Throughout Organizations

- Chipotle
- Abercrombie & Fitch
- Equifax
- Volkswagen
- FIFA
- bp
- Sony
- Wounded Warrior Project
- United
- Monsanto
- Uber
- Yahoo!
The Leadership Challenge
Prepare, Lead, Recover, and Learn
Experience to Lead

Brace for Impact Framework

<table>
<thead>
<tr>
<th>Organization</th>
<th>Team</th>
<th>Individual</th>
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<tbody>
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- Before the Event → During the Event → After the Event (Before the Next Event)
Individual: Before the Event
Individual: During the Event
Individual: After the Event

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Experience to Lead

Brace for Impact Framework
Team: Before the Event
Team: During the Event
Team: After the Event
Organization: Before the Event

Experience to Lead

Brace for Impact Framework

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(Before the Next Event)
Organization: During the Event

Experience to Lead
Brace for Impact Framework

Before the Event  ➔  During the Event  ➔  After the Event (Before the Next Event)
Organization: After the Event

Experience to Lead

Brace for Impact Framework

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Critical Incident Stress Management

Before the Event → During the Event → After the Event (Before the Next Event)
Recovery and Rituals
Be Ready to Act
Success Changes People in Ways You Don’t Know
Big Incidents and Small Incidents
Q & A