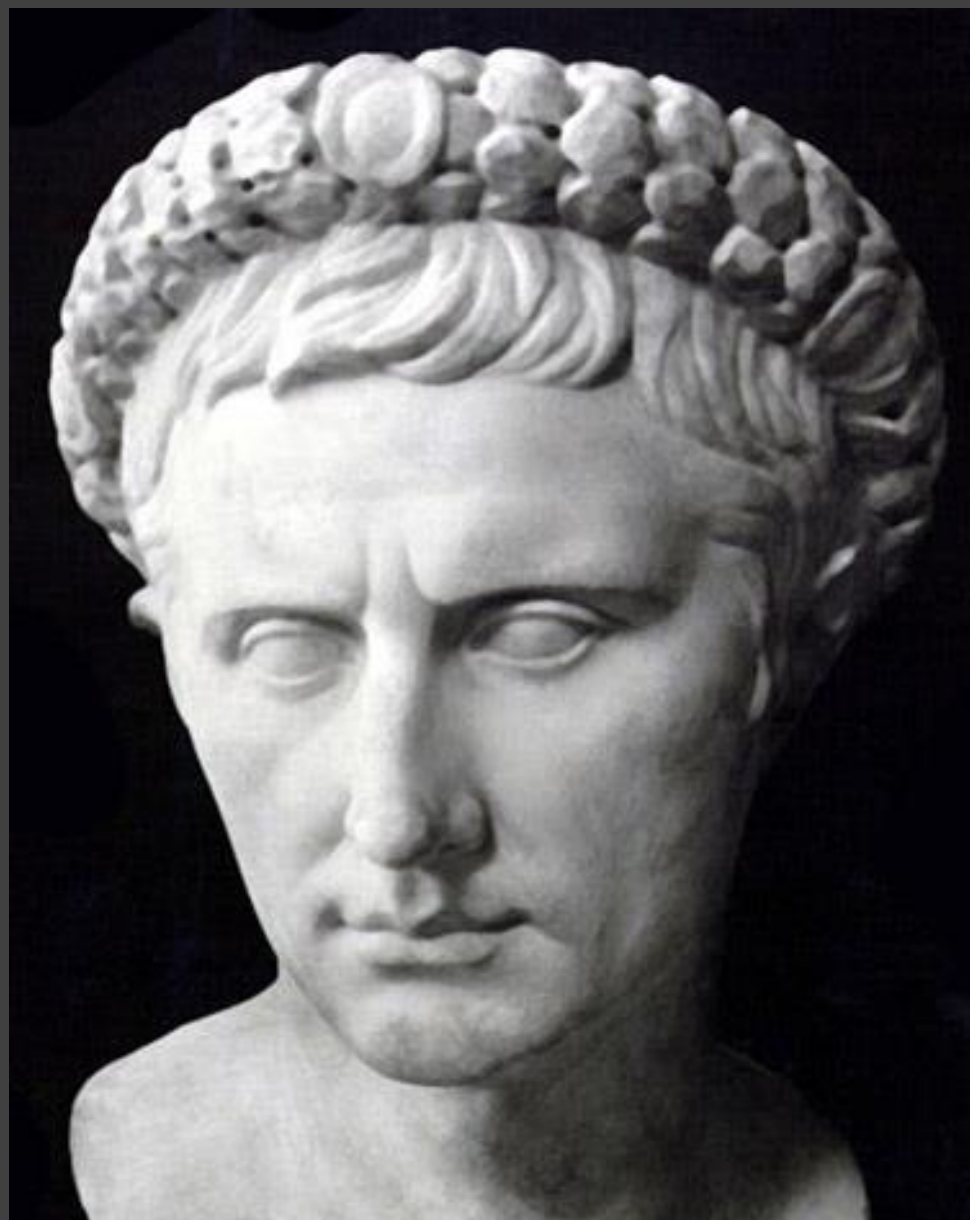


Crisis Leadership: Lessons I've Learned

JIM FEATHERSTONE, PRESIDENT & CEO







"Ne Cras, Ne Cras"

What is Crisis Leadership?



**KEEP
CALM**

AND

**ASSUME
COMMAND**

What is Crisis Leadership?



2

Air France

Flights - AF069
AF076 • AF077

No Waiting
Tow - Away

2

KLM

LACSA

2

Avianca TACA

ArkeFly | Sun C

YOU'VE GOT



LIVE

BREAKING NEWS

Jim Featherstone
CITY OF LOS ANGELES

11:59

64°



Who is a Crisis Leader?

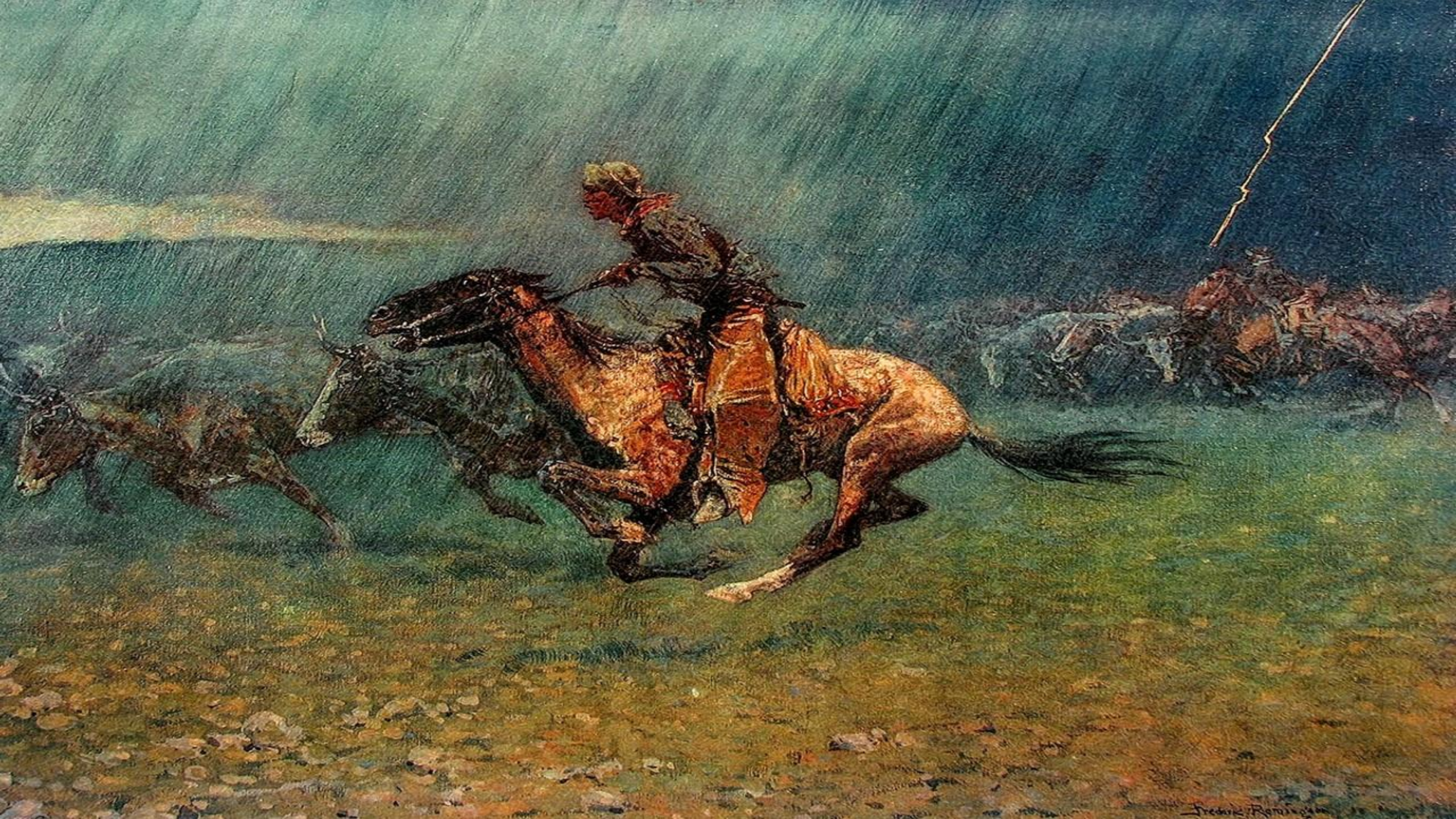






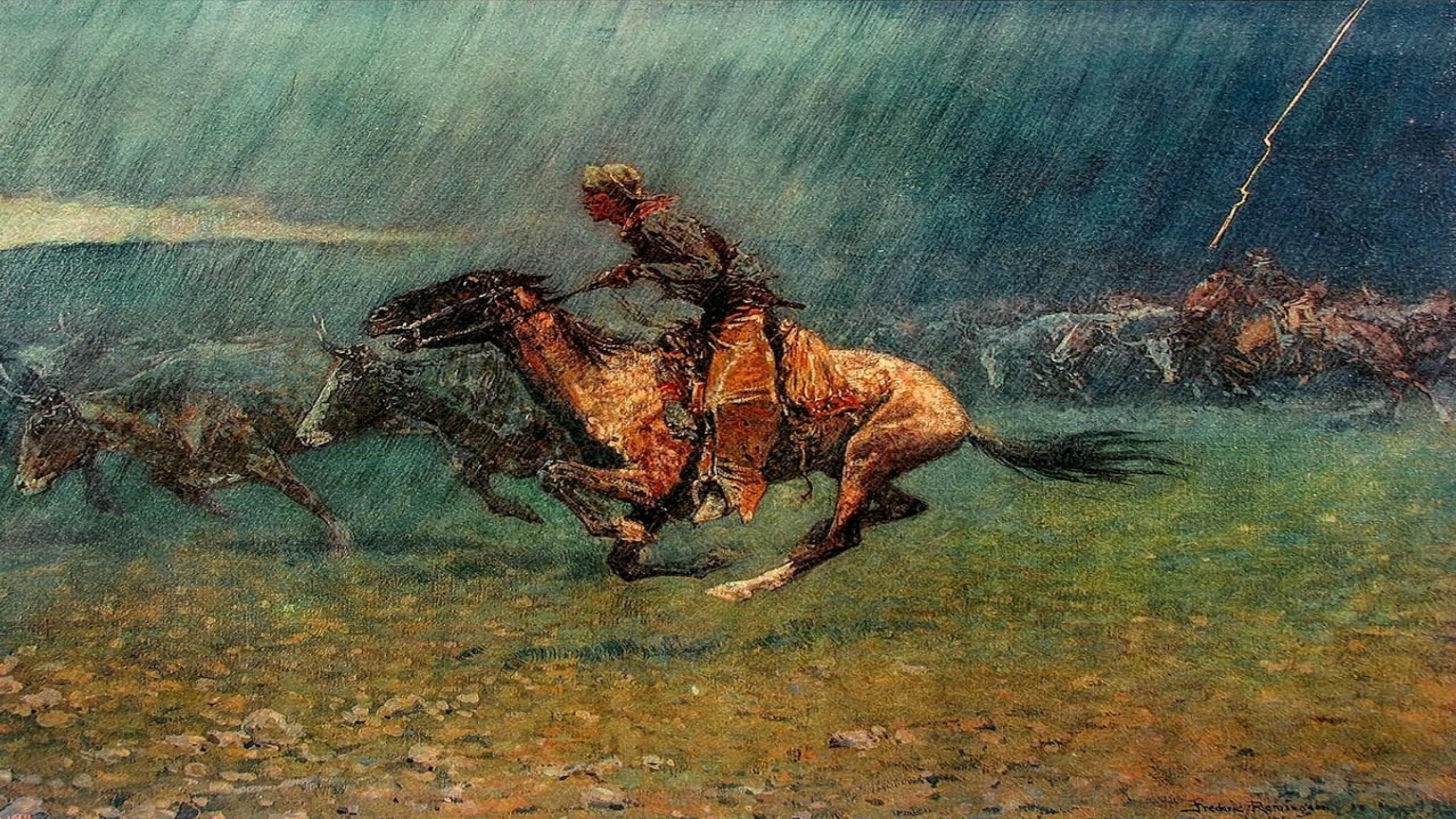
How Should We
Lead in a Crisis?

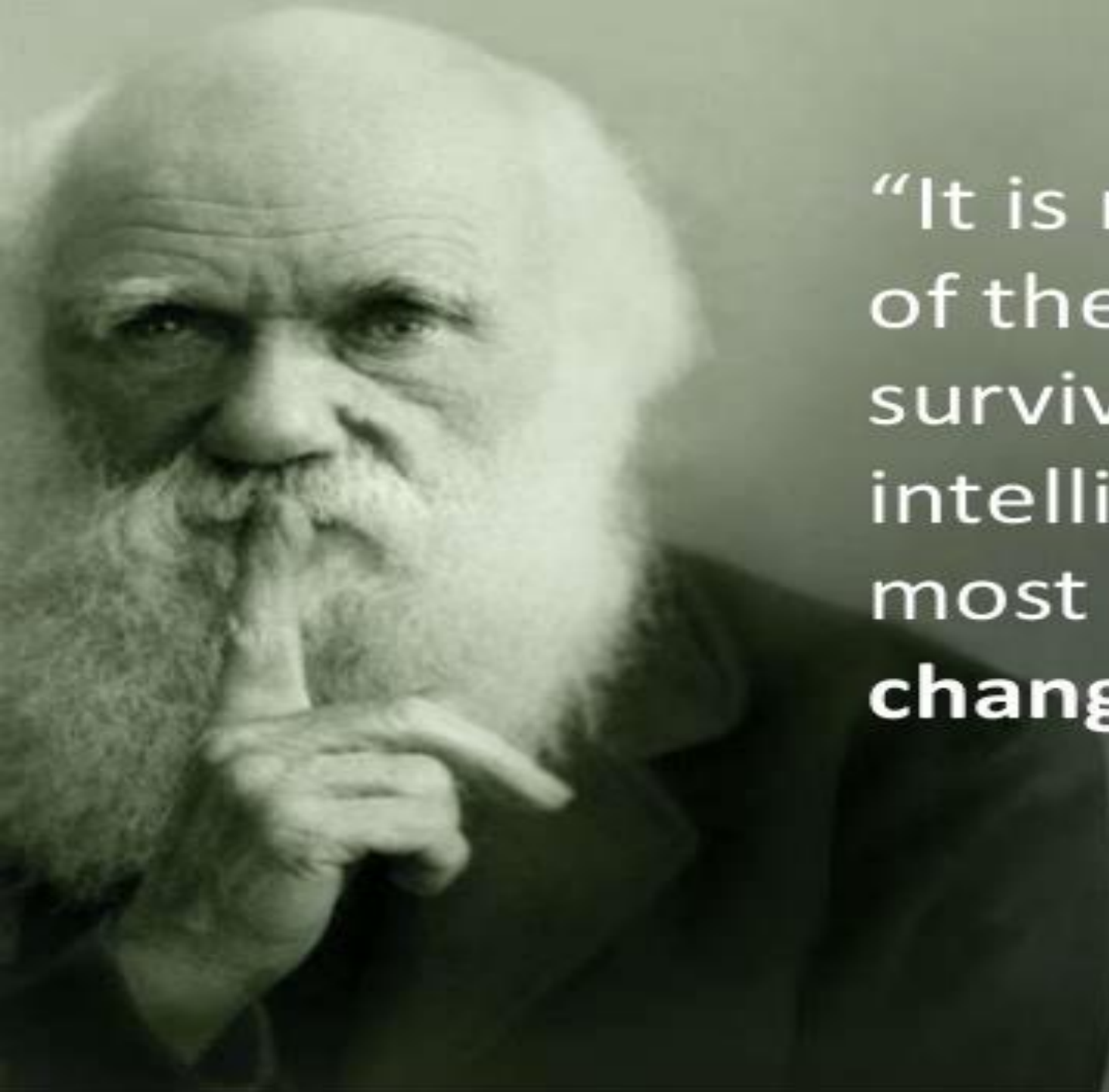






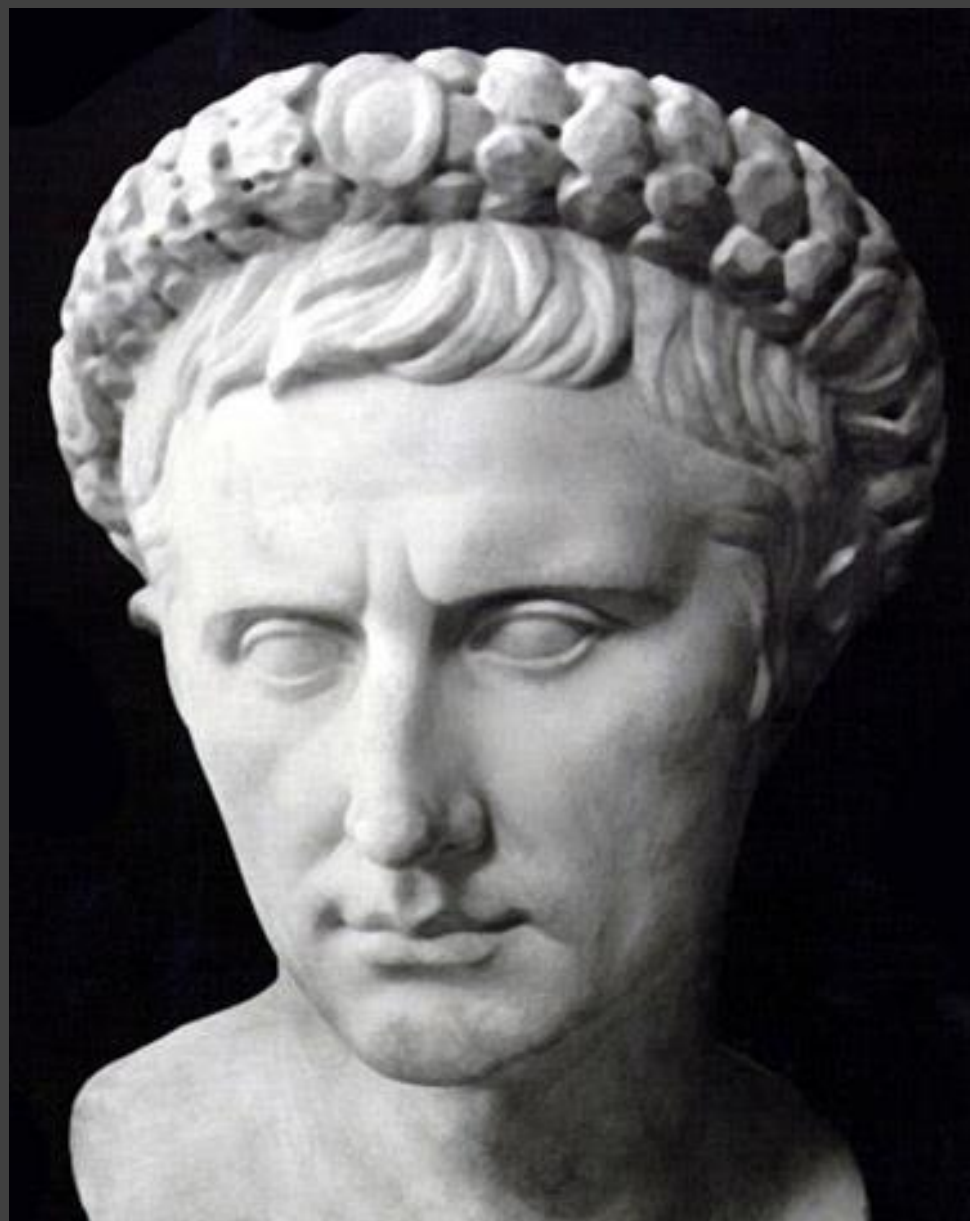






“It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to **change**”.

Charles Darwin



"Ne Cras, Ne Cras"

Thank You

