

TOP LEADERSHIP CHARACTERISTICS WE EXPECT IN CRISIS

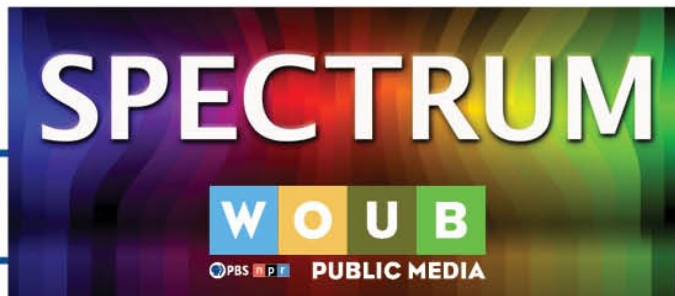
- Honesty and transparency
- Positivity
- Self awareness and humility
- Confident in ability to handle crisis
- Deeply engaged with the mission, the process and the people
- Listens to experts and other crisis team members
- Balances decisiveness with adaptability



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