

*WHEN BAD
THINGS HAPPEN
TO GOOD
INSTITUTIONS*

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*CRISIS:
THE
DEFINITIONS*

*Different
views on
managing a
crisis*

"The Chinese use two brush strokes to write the word 'crisis.' One brush stroke stands for danger; the other for opportunity. In a crisis, be aware of the danger--but recognize the opportunity."

John F. Kennedy

Speech in Indianapolis, 1959

"A great nation does not hide its history. It faces its flaws and corrects them."

President George W. Bush

Opening of the National Museum of African American History and Culture, 2016

*What Lisa
would ask?*



What do you want the headline to be?

*What
Michael
would ask*



What do you want the legal outcome to be?

*The beginning
and the end
should be
about
governance*



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