# 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."

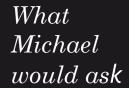
President George W. Bush

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 do you want the legal outcome to be?

The beginning and the end should be about governance







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