

Resilient resolutions for leaders

From leaders who have led through crisis, navigated through disruption, and managed through significant risk events, discover what they learned about embracing risk to drive performance and lead confidently in a volatile world.

What might resilient leaders consider for 2017 resolutions? Consider the perspectives shared during the 2016 Resilient podcast series from current and former CEOs, board members, CXOs, and risk leaders.



Use crisis or disruption as an opportunity for positive change

Nobody chooses a crisis as their change agent, right? But sometimes it chooses you, and a sense of urgency and a mission always can drive the right things to happen faster.

Listen to Bill Roper, former Verisign CEO, on Resilient

Be transparent during times of crisis

Be transparent, get to the bottom of the facts, leave no stone unturned. I think human nature tells us, 'Don't look there.'



Listen to Eric Pillmore, former SVP of corporate governance at Tyco, on Resilient



Plan for success in the long-term—not just putting out fires today

I think at the high level, the idea that we not only saved the company but put in the framework and the longer-term plan that the next round of management just took to yet another level.

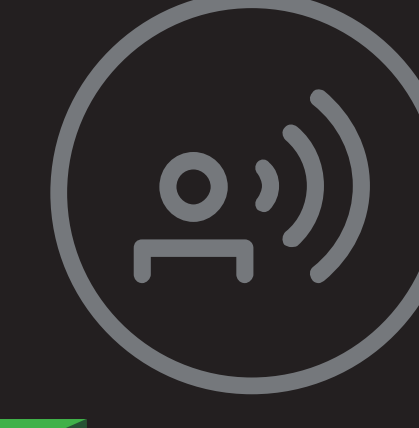
Listen to Daryl Brewster, former Krispy Kreme CEO, on Resilient

Stay humble and empathetic

It was always embarrassing to me when somebody would treat me like I was on a golden platter or something because I was a CEO.



Listen to Keith Wandell, former CEO of Harley-Davidson, on Resilient



Live by and lead with your values

What are your values? Keep it in your pocket and remember this is who you are.

Listen to Barry Salzberg, former Deloitte Global CEO, on Resilient

Lead by elevating the strengths of your team

A team is going to be more successful than an individual is. And it misses that if you just come in and dictate.



Listen to Mark Riley, Louisiana's deputy director of disaster recovery, on Resilient



Genuinely connect with your customers

Those things, those small things, are very big things. They are the ones that make all the difference in how our customers perceive us.

Listen to Mandeep Grewal, head of customer experience for United Airlines, on Resilient

Bring in outside perspectives to disrupt your thinking

The longer you get into a company, the more you become part of that outward consciousness, and you can't get yourself out of it.



Listen to Jim Moroney, publisher and CEO of the *Dallas Morning News*, on Resilient



Be positive in the face of change

I think the world is there for people who can overcome challenges and be persistent

Listen to Paul Raines, CEO of GameStop, on Resilient

Learn and adapt from mistakes

And the question is, are you willing to own up to them—and with the benefit of hindsight—learn from them?



Listen to Alex Dimitrief, general counsel for GE, on Resilient

Listen to the leaders share their perspectives: www2.deloitte.com/us/resilientresolutions

And, check out all the episodes in the award-winning Resilient podcast series: www2.deloitte.com/us/resilient