

ISA 2004 Annual Meeting  
March 14-17  
Ft. Lauderdale, FL

**Leadership in Turbulent Times**

*Dr. Stephan Hittmann, Executive Director, Fire Department of the City of New York*

It sometimes takes a revolutionary event to illustrate that enduring, successful change is driven by evolutionary, cultural events. The strategic leadership experience of the New York City Fire Department was put to the test during the tragic events of September 11th, 2001.

Leadership is not a skill an organization develops or adapts overnight. It is an art and a discipline that has to be practiced each and every day.

The NYFD believes it was and remains their responsibility to prepare for natural disasters or terrorist attacks.

The experience of the NYFD, coupled with the futuristic perspective of ISA members, will be merged as this session focuses on leadership in turbulent times, with an emphasis on how to prepare the best, for the worst.

Breakthrough

Re-energizing

The Learning Business

