

Industry Lessons Learned

Global Resiliency Summit

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“ Experience is a hard teacher because she gives the test first,... and the lesson afterwards.”

- Vernon Law



Lesson #1

**We need to
expand our
definition of
resilience.**



Lesson #2

People matter.

Lesson #3

Coordination is important, but hard.



Lesson #4

Not everyone's experience is the same.



Lesson #5

We must also look at the lessons others have learned and consider how they might affect us.





Bonus Lesson

Buckle up.

**The flight is not over
and there may be
turbulence ahead.**

Thank you



SHAPING OUR FUTURE SKIES