

GFOS 2019

| Category | Average Score |
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| Overall evaluation of program | 4.88 |
| Professional usefulness of the program | 4.83 |
| Personal usefulness of the program | 4.72 |

Specific initiatives that you plan to implement

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|  | I will share with Homeland Security executives in my area the need to appreciate novelty and understand that there will be crisis events that we will face without having any prior experience dealing with such an event. |
|  | Continue to study leadership during crisis situations and expand my knowledge of cyberattacks and their affects. |
|  | Considering all the "other" entities that want a part of the action....the need to set a strategic communication early and often!. |
|  | Currently conducting the 2 19 Hurricane Exercise...several references to the differences between routine and crisis action planning (response), as well as cognitive bias. |
|  | Like all lessons learned, education, and experiences one is able to apply and leverage some or all based on day to day activities or as challenges or crisis are presented. In other words I feel all that was learned could and likely will be applied going forward dependent on circumstance, environment and conditions. |
|  | The routine vs crisis emergencies perfectly encapsulates the issues Texas had responding to Hurricane Harvey. While successful, it wasn't as efficient as it could have been because we were aligned primarily for routine emergencies. The Texas Military headquarters is reorganizing (started before the seminar) to be more agile in responding to the crisis. The principles of the seminar are helping guide the reorganization. |
|  | I am coordinating a relationship building meeting with Executive Leaders of State, Federal and local law Enforcement agencies in order to have a better understanding of our organizations needs and prioritize. |
|  | I came away very satisfied with the investment of time and resources. Additionally, I agree, I am thinking differently about crisis management. Specifically, I am spending time thinking about how we train and exercise on the linear left side of the board and how we consider the right side. A large scale cyber attack is a matter of time and it will take more senior level discussions on the right side to better inform our way forward with the left. |
|  | Further education staff on communication with politicians (influential or not) Review crisis leadership and understanding of routine operators during emergence of complex event Get to better know Col & LtCol in State Police Find out about closest urban rescue team Remind coworkers that "perfection is the enemy of effectiveness" (but will still strive for perfection without slowing down progress) |
|  | Will plan increased number of table top exercises and build "whole of government" relationships for readiness for crises |

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|  | This course fits very nicely with the EMI National Emergency Management Executive Academy curriculum during the third week of the academy-"Interpreting the Contemporary Emergency Management Environment." I would be very interested in discussing collaboration opportunities with Dutch Leonard. |
|  | I plan on ensuring that the wing commanders in my state are in regular contact with their fire chiefs and have visibility on county/city emergency operation centers. |
|  | I wish I had exposure before my assignment as a homeland response force command for Region I . |
|  | As Emergency Management Director I am compelled to evaluate our preparedness through practice. I also realize that given my other full-time tasks that I will need assistance. I would also start with a meeting with key players in the community and evaluate where we are and where we should be. |
|  | I plan on updating the FEMA Response FIOF to ensure we are planning for the novelty of disasters. Something FEMA has never experienced to this magnitude before in the existence of the agency. |
|  | I will share the information on the novelty piece taught by dutch |
|  | More joint training with counterparts |
|  | Identify cognitive bias early to allow for personal and organization course correction. Identify the novelty of an incident quickly to help move the response towards the left. |
|  | This was the best seminar I have ever attended. |
|  | Because of the program, I see the need for more professional networking ahead of a crisis. Therefore, I am going to make an effort to visit more operations centers and meet more of the people who I will have to work with in an emergency/crisis. I will also recommend this to my colleagues. |
|  | Continue to think out of the box, review organizations, develop and strengthen of relationships with actors and stakeholders |
|  | This course fits very nicely with the EMI National Emergency Management Executive Academy curriculum during the third week of the academy-"Interpreting the Contemporary Emergency Management Environment." I would be very interested in discussing collaboration opportunities with Dutch Leonard. |
|  | Specific initiatives are not developed yet, but I will definitely begin to take a greater role leading the organization towards readiness/preparedness and training improvement. |
|  | More practice at my level; more influence to improve the process at the higher level; recommending the course to other state influential professionals. |
|  | Incredible experience and great learning environment for emerging response leaders. I greatly appreciated the robust logistics support and services provided by the HKS team. |
|  | I definitely want to reinforce the concepts of flexibility and adaptation (I was already a believer) and do more to consider and incorporate emergence. |
| | Overall Summary Comments: |

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|  | First, this was an extraordinary opportunity for me and I am so grateful to have been given the chance to participate. Just sitting in the room with these folks was amazing. I think though, it could use a good refreshing. I also want to give a huge shout out to the folks who coordinated this seminar. Your team did a phenomenal job in making it work seamlessly. I know the amount of effort and work that went in to that and I want to say thank you. |
|  | Thanks for the presentations and creating "intelligent" PDFs. I was a bit worried that we'd lose something with all of the builds. |
|  | Very impressed with the course service of drinks, lunch, and dinner. Please don't change anything in this area. |
|  | Great organization and communication before and during the course, excellent facilities, very helpful admin support |
|  | The program was a very enriching experience; well designed and expertly executed by the instructors and staff. Great job! |
|  | I enjoyed this seminar. It provided a lot of food for thought for not only responding to novel events but also for putting plan in place ahead of time to make us better able to respond to events. |
|  | Great program. |
|  | Excellent program that I will highly recommend for more of my organization to attend. |
|  | Outstanding course, thank you for allowing me to participate! |
|  | Outstanding professional development. I enjoyed all aspects of the seminar. I will strive to use the principals advanced by the cadre during the next big SAR crisis. |
|  | Great program, please continue! |
|  | Very relevant course but remember your audience, needs to be kept at the senior level. Also, we had other agencies in the class needed to exploit their views/opinions. |
|  | I found the differences between emergencies and crisis insightful and the approaches to take interesting and relative to me both professionally and personally. Thank you for a wonderful experience. |
|  | Outstanding week, thanks to the HKS leadership and staff for a near perfect week. I will be back. |
|  | Very good and the lectures were very well done |
|  | Outstanding course particularly with the networking opportunities and relationships forged |
|  | So, in decision making , suggest that you look at col steve Gerras, USAWC, 'thinking critically about critical thinking' for design . |
|  | Outstanding program that I would recommend to others. |
|  | Ogreat course...would recommend. |

GFOS 2018

| Category | Average Score |
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| Overall evaluation of program | 4.89 |
| Professional usefulness of the program | 4.89 |
| Personal usefulness of the program | 4.81 |

SUMMARY

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|  | Gathered senior leadership and reviewed the information presented in the program and directed each organization to review and inspect their ability to respond to the various scenarios that we are likely to experience. |
|  | I intend to apply the crisis response framework as I address emerging events. It a fresh look at old problems. It can be a valuable leadership tool. |
|  | Although I'm more of a policy person, I take away the excellent leadership skills of the presenters. |
|  | Increased exercise frequencies and plan review |
|  | As a Federal Coordinating Officer I will have the opportunity to apply more critical thinking to disaster operations by identifying the characteristics of and differences between "routine" events and true "crisis" events. This will then allow me to better identify the C2 structure and skill sets I will need to meet emerging mission requirements. |
|  | The routine vs crisis emergencies perfectly encapsulates the issues Texas had responding to Hurricane Harvey. While successful, it wasn't as efficient as it could have been because we were aligned primarily for routine emergencies. The Texas Military headquarters is reorganizing (started before the seminar) to be more agile in responding to the crisis. The principles of the seminar are helping guide the reorganization. |
|  | Really understanding the difference of a routine versus novel event - trying to avoid getting pushed into a "routine" response when the situation (whether an exercise or true event) requires innovation. Also will be better equipped to deal with "crisis communication" and will seek further training on it. |
|  | Our state is participating more in national events and encouraging our partners in local and state agencies as well as large business to get involved so we can all help each other better when confronted with complex events. The national level is providing our small state an opportunity to create an exercise of our choosing with our state and business partners so we can work side by side and get to know each other. |
|  | Further education staff on communication with politicians (influential or not) Review crisis leadership and understanding of routine operators during emergence of complex event Get to better know Col & LtCol in State Police Find out about closest urban rescue team Remind coworkers that "perfection is the enemy of effectiveness" (but will still strive for perfection without slowing down progress) |
|  | Outstanding course! Not at all what I expected...better |

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|  | Frankly, at the GO/FO level, the things I am looking to gain/obtain are networks across agencies, better understanding of other agencies' capabilities and procedures, and how to better manage a situation at the executive level. I achieved those in this course. |
|  | Course will provide enhanced foundations as I transition from senior policy role to regional field leadership position. |
|  | The importance of identifying novelty and actively looking for indicators for emergent crisis |
|  | As Emergency Management Director I am compelled to evaluate our preparedness through practice. I also realize that given my other full-time tasks that I will need assistance. I would also start with a meeting with key players in the community and evaluate where we are and where we should be. |
|  | I plan on getting with my domops team and reviewing all of our plans, then forming a way forward to exercise them. |
|  | Better engagement with OFA's |
| | Overall Summary Comments: |
|  | Overall this was one of the best professional development opportunities I have had in my career. Certainly the best and most relevant domestic operations course I have attended. |
|  | This was the best seminar I have ever attended. |
|  | Tremendous opportunity for me and a very relevant topic for my position as Adjutant General. Holding the class/seminar at the Harvard Kennedy School elevated the experience well beyond most executive seminars. The hospitality and logistical support was 1st class! I will highly encourage others to attend. |
|  | Thank you for offering this course- it is a great venue to network with other senior leaders and agencies and sharpen the tools we have to be better at managing a crisis. |
|  | The course is indeed a must for all senior leaders. Crisis response is inevitable in our business. Acknowledgment and preparation is key. Every available tool to assist in a crisis management leads to minimizing negative effects. |
|  | I would highly recommend this course and in fact emailed the Chief of Police of a surrounding town to encourage him attend the course next year. |
|  | Excellent well organized seminar. Learned a lot and thought it was important for senior leaders! |
|  | Incredible experience and great learning environment for emerging response leaders. I greatly appreciated the robust logistics support and services provided by the HKS team. |
|  | Each and every case study and presentation during this seminar is relevant to my work with FEMA. I cannot single out one session over another - it was all very beneficial. |
|  | Great course. Thanks for the hard work that made this possible. Special recognition to all the staff who made it run so smoothly and supported/directed the students. |

GFOS 2016

| Category | Average Score |
|---|----------------------|
| Overall evaluation of program | 4.92 |
| Overall evaluation of the curriculum | 4.87 |
| Intellectual challenge | 4.63 |
| Professional usefulness of the program | 4.92 |
| Personal usefulness of the program | 4.83 |
| Learning from the Faculty | 4.88 |
| Overall quality of staff support during program | 4.96 |

|  SUMMARY | |
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|  | A tremendous and extremely enjoyable course that very effectively utilized a wide variety of events to illustrate the intended curriculum. Across the board, the instructors were superb. I really got a lot out of the course. |
|  | I was a late add to the seminar. I really did not know what to expect. Frankly, this is easily the best seminar I have been privileged to be part of in the past 10 years of working for DHS between the Secretary and the Commander of NORAD USNORTHCOM. The analytic approach combined with the detailed event information across the event spectrum really provided an opportunity for greatly expanded thinking on effective responses. I felt rejuvenated and recharged to approach new future challenges. |
|  | This is a very good program with outstanding experts and speakers. It would have helped to have table top exercises so we could apply what we were learning with realistic scenarios. |
|  | An AWESOME experience! There were three of us from ICE/Homeland Security Investigations Boston at this seminar. I'll go out on a limb and say that all three of us had an outstanding/awesome experience! Our agency training department (in DC) would like us to talk to you about obtaining a Homeland Security Institute (or maybe larger HKS Exec Ed) course catalog and determine the application process so that other senior leaders from our agency from around the country can take advantage of other training opportunities at the school. |
|  | Overall, it was an excellent training, with an impressive group of presenters. I would give you a 4.5, but that was not available. For me, the best sessions included responders from the actual events. For those of us that didn't have time to review all the handouts before the course, a short summary of some of the less known case studies (e.g., Baltimore Tunnel) at the beginning of those sessions would be helpful. Personally, presenting everyone with a certificate at the dinner the last night, was a bit much for me and I would prefer only one organized meal with the other 2 nights open. With that said, this was the best training I have attended on Homeland Security events. Thank you! |
|  | Excellent instruction, networking opportunities, time for introspection. |
|  | My first experience at JFK and an extremely rewarding one both personally and professionally. I would seek any opportunity to come back again. |

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|  | The superb reputation of Harvard University was preserved and enhanced by this exceptionally outstanding and highly relevant homeland security program. The academic segments of this program were strong, the presenters absolutely first rate and the behind the scenes orchestration flawless from the participant point of view. |
|  | I have already brought the information back and have started the process to redesign much of what we do and to engage with first responders within Nevada. |
|  | The expertise and experience of all the instructors, speakers and attendees was excellent. |
|  | It's great to have the opportunity to be a student and actually get the opportunity to listen and think critically. Program is a must-do event. Looking for ways to bring some of this to our team here in Arizona. |
|  | The program was extremely well conceived and delivered, discussion was insightful and useful for exploring the concepts raised in the case studies. I found the concepts raised in the seminar applicable to a wide range of circumstances and my own work in the higher education environment. |
|  | The outcome of the program was empowering both personally and professionally by inspiring by presenting a series of conceptual frameworks which can be operationalized. I know feel better equipped to face major novel domestic crisis with the right tools, the right approach, and the required insight to ask the right questions to my leader and partners, and therefore to contribute better to the positive outcome even under the most trying circumstances. |
|  | This course both educated me and supported my thoughtful consideration of the many elements of preparedness both within the FDNY and as a first responder community within New York City. It was deeply meaningful to me both for my work at the FDNY Center for Terrorism and Disaster Preparedness as well as a field officer in lower Manhattan. It has provided a more robust foundation for conversations and planning that I become involved in the future as we deal with the many inter-agency challenges to address large scale disaster potential and complex terror attack scenarios. |
|  | The program presents cutting edge scientific ideas and approaches in the way high level decision makers can use them. It would be good to have an added focus on recovery and building resilience |
|  | The HKS GFOS is a course that connects some key dots which are vital in today's response to emergent and crisis events. The case study format provides real world examples of things done well and things we need to improve. |
|  | The course was well prepared and presented in a very professional manner. Class room engagement was significant and very beneficial. |
|  | The course in all aspects was excellent. Great Job |

GFOS 2015

| Category | Average Score |
|---|----------------------|
| Overall evaluation of program | 4.96 |
| Overall evaluation of the curriculum | 4.92 |
| Intellectual challenge | 4.65 |
| Professional usefulness of the program | 4.81 |
| Personal usefulness of the program | 4.81 |
| Learning from the Faculty | 5.00 |
| Overall quality of staff support during program | 5.00 |

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|  | SUMMARY |
|  | Not only was the program very useful, it caused me to think about my own situation and state in terms of readiness. I will require my assistants to attend in the future. |
|  | Thank you for this presentation, extremely up to date relative and informative. |
|  | I will highly recommend this program to our TAG and other senior leaders in the organization. |
|  | This seminar provided me with a greater understanding of how our Emergency Management apparatus operates and how the National Guard interfaces with this large group of contributors. |
|  | One of the finest professional programs I've attended. |
|  | Course is well-laid out and has a natural flow that lends well to learning. I'm surprised that you are still using blackboards :) – much better than death by powerpoint. |
|  | The opportunity to share time with a tremendous group (experience and knowledge) was priceless. This seminar was extremely valuable for me in that I've only been in the position roughly 10 months and this helped tremendously. Greatly appreciated! |
|  | Great Course, not only in content, but in the interaction and diversity of the class. Although predominantly NG, the diversity of the experiences and geography made the learning exceptional. |
|  | Excellent program overall. The program was balanced and promoted excellent dialog. I was so thrilled to have been invited to participate in this program. I was truly humbled to be in the presence of such esteemed military personnel. The professors and the support personnel were so outstanding. You should all be proud of this Executive Program. Keep up the good work!! |
|  | I think overall the course was great. I thoroughly enjoyed it. Getting to hear all the different perspectives was helpful. One thing I didn't see in the course, that I thought I might, was emotional intelligence. It may be more than be fit into the course but something I have been introducing folks to in training and prepping for a reponse. |

GFOS 2014

| Category | Average Score |
|---|----------------------|
| Overall evaluation of program | 4.86 |
| Overall evaluation of the curriculum | 4.73 |
| Intellectual challenge | 4.68 |
| Professional usefulness of the program | 4.82 |
| Personal usefulness of the program | 4.73 |
| Learning from the Faculty | 4.91 |
| Overall quality of staff support during program | 4.91 |

|  SUMMARY | |
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|  | I am going to recommend the course to my TAG and his senior JFHQ leadership. I do not believe my state has any graduates – need to change that. |
|  | This seminar course provides a great venue for senior leaders to view and ponder novel events and how others have reacted to those events, both successfully and unsuccessfully. These types of forums generated great discussion and thoughts and have expanded my professional thought on crises management. |
|  | I enjoyed the variety of the scenarios even though we had limited time to discuss each one. You could probably start on a Monday morning and extend the lectures a bit to dig deeper into each scenario. |
|  | The course was intellectually stimulating and refreshing. Absolute must for JFHQ/J3's and potential future TAGS. |
|  | Obviously a very targeted audience but it has broadened my view on dealing with these type of events which will continue to occur. Absolutely relevant and useful |
|  | Very well done. Case studies supported learning objectives. Would have like a little more topic discussion time with a couple of the presentations. |
|  | I really enjoyed the Harvard Program. I gained invaluable insight from the instructors and my fellow attendees. I don't know if there is anything I would change about the program. Great job from start to finish. |
|  | This is a great program definitely makes us think beyond the tactical, which is the comfort zone for most of us. I really think this ought to be part of the Dual Status Commander training that Northern Command conducts for DSCs. Dual Status Commanders are same rank and experience level, and would be part of the crisis leadership team in a given state. This seminar would significantly add to the more tactically-oriented curriculum offered by the DSC training. |

GFOS 2013

| Category | Average Score |
|---|----------------------|
| Overall evaluation of program | 4.90 |
| Overall evaluation of the curriculum | 4.87 |
| Intellectual challenge | 4.57 |
| Professional usefulness of the program | 4.71 |
| Personal usefulness of the program | 4.71 |
| Learning from the Faculty | 4.90 |
| Overall quality of staff support during program | 4.94 |

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|  | The course was presented very professionally and its content is of tremendous value to senior professionals who will respond to future crises. |
|  | One of the most relevant and enjoyable short courses I have attended as a senior leader. First class in every regard. |
|  | Excellent program -- to step back and evaluate and review response and recovery victims. Useful info and way of viewing situations that will help better respond to routine and more importantly more novel crises. |
|  | Excellent opportunity to discuss, learn and consider the difference between routine emergencies and the leadership required during extraordinary events/crises (novel events). |
|  | Speakers were energetic, knowledgeable and made it fun. |
|  | Excellent program overall. I will be able to apply the learning and theories in future operations I'm involved in. |
|  | Outstanding discussion of very complex topics. Theory introduction of new concepts was outstanding. Emergence concept was especially worthy of additional discussion. Some of the discussion I felt was too tactical. |
|  | Terrific course -- Allows time to broaden view to think about how to improve response and ponder "what could be next." |
|  | Outstanding perspective and preparation for implementing skill sets we have been learning previously. Almost more of a capstone experience. |
|  | This was a great program with a great diverse group of speakers. Absolutely perfect and I will recommend it. |
|  | I recently attended the dual status commander course (3 weeks ago) at North Comm. Having just become a dual status CL -- the timing of this course was superb. The content and thought put into the course combined with the speakers was magnificent. 9/11 Twin Towers with Chief plus Juliette Kayyem was a home run. |
|  | Good content. Excellent speakers. |
|  | Exceptional program that will save lives. |
|  | Examining all the case studies enhanced my perception of how better to handle any complex crisis. |
|  | Excellent discussion/insights. Professors for the most part were excellent. |
|  | Excellent at every level. |
|  | Outstanding program that not only educated me in basic emergency management but also gave great insights to intangible and often unknown factors. |
|  | Excellent approach. Opened my eyes to the broader dimension of response and more importantly the broader view of preparation. |
|  | Very well balanced presentations, concise, to the point with enthusiasm. |

GFOS 2012

| Category | Average Score |
|---|----------------------|
| Overall evaluation of program | 4.89 |
| Overall evaluation of the curriculum | 4.74 |
| Intellectual challenge | 4.61 |
| Professional usefulness of the program | 4.78 |
| Personal usefulness of the program | 4.75 |
| Learning from the Faculty | 4.86 |
| Overall Teaching Effectiveness | 4.70 |
| Clarity and impact of main ideas | 4.71 |
| Responsiveness to class eliciting participation | 4.66 |
| Overall quality of staff support during program | 4.92 |

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|  | SUMMARY |
|  | The program was very useful to me as I prepare to transition into the federal emergency preparedness/response world. There were several concepts the case studies very effectively highlighted as friction points that must be thoroughly considered/addressed prior to an event/crisis. |
|  | I attended LIC which is very similar to this program, so I had seen most of these lectures before. |
|  | The course and all of the classes were very timely and extremely valuable to my current duties and responsibilities. My only regret is that I was not in the course prior to Hurricane Irene. |
|  | Continue to expand the diversity of students USACE, USCG, Cybercom, Transcom, ASD-HD/ASA Northcom's components (JFACC/JFMCC/JFLCC). |
|  | Great opportunity to "cross talk" with our counterparts in the Homeland Security Enterprise. |
|  | 1st course that enabled me vision beyond the response. |
|  | The concept to application of this course is obvious and immediate. |
|  | I'll be a huge advocate to get other USACE CDR's to this. |
|  | Extraordinary opportunity to expand my thinking on the subjects. |
|  | Case study method of instructions is tremendous from the standpoint of articulating lessons learned and laying out an analytical framework. |
|  | Very good and useful program. Well planned, prepared and executed. Thanks. |

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|  | My first visit to Harvard Kennedy School exceeded all expectations...which as you can imagine were very high to begin with. |
|  | New contacts and new perspectives on crisis to consider on a daily basis in making long term change. |
|  | We (the national guard) spend lots of time and effort training on the response. We give little attention to understanding the anatomy of a crisis or the social dynamics that govern individual and organizational actions. This course provided great theoretical information that will allow us as leaders to be better critical thinkers and more effective leaders. |
|  | Although we don't have a framework which answers the question of how we operate in the "****" we have frameworks to help shape our thinking and our practical action. |
|  | Deeper understanding of our homeland protection challenge. New awareness & sensitivity gained to leadership challenges. Case studies, readings outstanding. Can't wait to read the book. Endorsed by many attendees. |
|  | Great presentation. Opens the mind to "how" to think rather than just "what" to think. |
|  | Expanded my thought process for future routine & crisis events. |
|  | As both TAG and Director of Emergency Services what I heard and learned will make a difference in future responses to disasters. |
|  | Useful and relevant content. Great networking, time to think. |
|  | I believe this was the best seminar I have attended in my 43 years in uniform. It was thought provoking and a real imagination catalyst. |
|  | This program gave an opportunity to expand my mindset from war fighting oriented mind to open mind that understands other values as disaster response. |
|  | Add cyber to the class. |
|  | Course reinforces leadership process I need to prepare for the next crisis one of us in the room will have another opportunity in the near future to exercise our skills. |
|  | This program stimulates thoughts about how we better prepare to respond to novel event. I had not considered this before. |
|  | Overall the program is an excellent one. I would recommend the program to all senior officers in Homeland Security and national security interest and field. |

GFOS 2011

| Category | Average Score |
|--|----------------------|
| Overall evaluation of program | 4.67 |
| Overall evaluation of the curriculum | 4.54 |
| Intellectual challenge | 4.46 |
| Professional usefulness of the program | 4.75 |
| Personal usefulness of the program | 4.67 |
| Learning from the Faculty | 4.68 |
| Overall Teaching Effectiveness | 4.58 |
| Clarity and impact of main ideas | 4.53 |
| Responsiveness to class/Skill in eliciting participation | 4.57 |
| Learning from other participants | 4.60 |
| Overall quality of staff support during program | 5.0 |

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|  | SUMMARY |
|  | Valuable! Rich depth of issues – new perspectives, key. |
|  | I wish I was able to attend the full session. |
|  | Great inaugural program, I think this program fills a niche at the executive level, especially the focus on novel events. I hope it continues. |
|  | Focusing on roles and responsibilities at the strategic, policy and senior action officer level, and how we act and react and ultimately function in a “novelty” event has been outstanding for us and our group. |
|  | Overall a good construct, but needs to be refined. The study group project/work was a major disappointment and added very little to the course or the learning. Study groups are good – but this part needs far more imagination and scoping than currently provided. |
|  | Incredible opportunity. Successfully mixed the A***** reputation and power of HKS with the experience and influenced of the Sr. Mil officers and Homeland Security exerts. |
|  | Recommend using newer case studies London, Madrid Spain train bombing, 2003 space shuttle disaster, Katrina, Mumbai. |
|  | Excellent dialogue and method of delivery. Staff are nationally recognized experts – informed by real life experiences of leaders on scene during 9/11. |
|  | Discussions on incident command and unified command were especially helpful for me as a new TAG. Classes on attacks on World Trade Ctr, Pentagon and the BP Oil spill highly interesting and well presented. |
|  | It would be extremely helpful to have this at the beginning so I could rate each presenter while the information is fresh in mind. |