



Turning Interruptions into Leadership Moments

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Abstract:

In today's interruption society, leaders need to stand in the moment, alert, present to the possibilities, ready to act decisively – intent on both the *now* and the *next time!* Developing this capability requires a fierce commitment to the study and practice of leadership, to mastering the craft of leadership.

Leaders are in the midst of multiple, wide-reaching, fast-pulsing networks. Such networks are much like the central nervous system, with each connection being like a synapse, the small distances across which impulses must pass for the next cell to get fired up. A wise leader knows when to inhibit and when to stimulate such impulses in order to co-create change.

In this new environment, a leader's reputation is no longer shaped by only a few defining moments, but also by the millions of everyday moments that come to define them.



Speaker:

Mette Norgaard, Ph.D., MBA, is an independent consultant on *strategic leadership and learning*. As such, she works with executives and internal OD professionals to develop a unique leadership culture, one that can take a strategy and turn it into a new reality. In that sense, she functions much like a free-lance CLO. Furthermore, Norgaard specializes in learning processes for high-potential leaders, and has personally led such experiences for organizations like Microsoft, Campbell's, and Finnish Broadcasting. She also serves on the faculty for Duke Corporate Training.

For her current practice, Norgaard draws on two different strands of experience: first, the ten years she worked as a strategy consultant to small and mid-sized companies in the U.S. and Canada, and second, her decade with the Covey Leadership Center (now FranklinCovey) specializing in leadership and learning. There, as the director of executive retreats at Sundance, she worked with thousands of leaders from organizations as diverse as Johnson & Johnson, Estée Lauder, Pfizer, Lego, Harley-Davidson, Hard Rock Café, and The US Marines. Norgaard's relationship with FranklinCovey continues to this day, as she now leads their Executive Leadership Summit together with Stephen Covey and Ram Charan.

Norgaard is the author of the international bestseller *The Ugly Duckling Goes to Work: Wisdom for the Workplace from the Classic Tales of Hans Christian Andersen*, which has been translated into nine languages.

Born and raised in Denmark, Norgaard is married to a Spaniard, and makes her home in New York City and Spain.