Lessons From The Wizard of Oz
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About the Story

► Adapted from the series of books by L. Frank Baum
► Released in 1939
  ► Gone With The Wind, Goodbye Mr. Chips, Mr. Smith Goes to Washington, Stagecoach, Of Mice and Men
► Won 2 Oscars
► Starred Judy Garland (Dorothy), Margaret Hamilton (Wicked Witch), Ray Bolger (Scarecrow), Jack Haley (Tin Man), Bert Lahr (Cowardly Lion) and Frank Morgan (Wizard)
About the Story

► Dorothy symbolizes the naïve “everyman” who wonders what life might be like “over the rainbow”

► Crisis forces Dorothy onto a journey of reflection and discovery

► Biblical allegory to Job who was accompanied by three companions
About the Story

- Oz is an abbreviation of Ounce – a small unit of measure
- Munchkins are symbolic of little people
- Good and evil are portrayed by the witches
- The Scarecrow symbolizes the farmer, long thought to be stupid
- The Tin Man symbolizes the common worker held hostage by big oil
About the Story

► Dorothy has a tough time of it. Almira Gulch takes her dog under color of law.

► Setup for what happens in Oz where she has unlimited resources – and lots of troubles
Preparedness Begins with Observations

- Observations must be made in un-biased way during initial phases
  - Perspectives
  - Attitude of participants
  - Situation
  - Hogs vs. Dogs

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Preparedness Begins with Observations

► Observations include demeanor, experience, perspective and other factors that color perception

► Beware of assumptions
Preparedness Includes Planning and Capacity Building

► Observations also include preparation, responses (or the lack thereof) to various problems

► Bad outcome does not make otherwise legal behavior, however stupid, illegal

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What We Know

► Laws of Physics
  ► Gravity
  ► Energy (E=MC²)

► Chemistry
  ► Reactions
  ► Constants

► Interoperability
  ► 10% engineering
  ► 90% discipline

► Reality
  ► You are not alone
  ► History tends to repeat itself *(see Exodus 22:7)*
What We Do Not Know (Yet)

► The Problem
► Response
► Cause
► Effects
► Who is Responsible
► Unknowns
You Must Keep an Open Mind

► The Only Constant is Change
  ► Technology
  ► Knowledge Tools
  ► Information Sources
  ► Information Quantity
  ► Information Quality
  ► Speed
  ► Higher Expectations

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“Customers” may not look like what we expect them to and they may not be very appealing.
You Must Keep an Open Mind

► Would you recognize it for what it is?
► Things are not always what they appear to be
► Trouble seldom calls for an appointment
► Safety is more important than ever – with some chemicals the sleep is permanent
► Situational Awareness is critical
The Yellow Brick Road…

- You can’t get to the Emerald City without following the road
- More science
- More facts
- More speed
- You must develop (and maintain) relationships with those who will help in times of trouble.

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The Yellow Brick Road…

Strategic Objectives:
- Recognize that there is a problem
- Make it stop
- Make it better
- Determine why it happened
- Return to normal

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The Yellow Brick Road…

► Along the way there will be many who will offer solutions to problems you may not know you have, and some you don’t have at all……

► Some of these persons will be providing “helpful” commentary in the media…..
Sometimes Immediate Action Is Necessary…

- Preparation and practice plays a role in shaping the outcome
- Self help
- Some actions have unintended consequences
- All problems are local

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Pay No Attention To The Man Behind The Curtain…

- Help may not be on the way
- The help that is coming, may not be what you want or need
- The Potato Chip Parable
- Good intentions are not always the same as good actions
- The Wizard is not to be feared, but is merely a common man
The Ruby Slippers…

► I could tell you, but you wouldn’t believe me…….
Lessons From The Wizard of Oz

- Crises vary in nature, scope & cause
- Situational awareness is important
- Challenge yields discovery
- Practice improves outcome
- The journey has a range of emotion
- Perspectives may color outcomes
- Success requires heart, courage, brain
- Dorothy’s vision: Go home
- Relationships are critical
How Do We Get There?