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Leonard J. Marcus, Ph.D.



Focus:

Complex Organizational Transformation | Crisis Leadership | Stakeholder Negotiation | Meditation for Resolving Health Related Disputes | Healthcare Leadership | Implications of Conflict in Health Settings | Consolidation & Merger of Health System Networks

Education:

Ph.D., the Heller School at Brandeis University

Background:

Leonard is the founding Director of the Program for Health Care Negotiation and Conflict Resolution at the Harvard T.H. Chan School of Public Health. His research, scholarship, and applied practice are devoted to the advancement of healthcare and public health negotiation, conflict resolution, and leader development. Leonard's work over the years has focused on the implications of conflict in health settings, the uses of mediation for resolving health related disputes, as well as on the role healthcare leadership, negotiation, and conflict resolution can play in resolving larger social conflict. He has mediated, consulted, and trained nationally and internationally, including a number of projects to facilitate the consolidation and merger of health system networks. He is the lead author of the book *Renegotiating HealthCare: Resolving Conflict to Build Collaboration* and is currently working with the National Council of State Boards of Nursing as they adopt a national licensure system. An enthusiastic teacher and speaker, he is recipient of the 2017 Harvard T.H. Chan School's "Excellence in Teaching Award for Executive and Continuing Professional Education."

In recent years, he has focused considerable attention to crisis leadership. Shortly after 9/11, the Centers for Disease Control and Prevention asked him and the Kennedy School's David Gergen to establish the National Preparedness Leadership Initiative (NPLI) at Harvard University. The purpose: to study critical homeland security and emergency management leadership challenges facing the country and then to develop leadership strategies, analysis, and methodologies to meet new contingencies. Leonard has been given rare access to senior national leaders during crucible times of emergency: Hurricane Katrina, Deep Water Horizon, Boston Marathon bombings, H1N1, Ebola, Hurricane Sandy, and others. He leads ongoing development at Harvard of original and innovative problem solving strategies – including Meta-Leadership, Swarm Leadership, and the Walk in the Woods - that have been adopted by government, corporate, and non-profit leaders around the world.

Leonard's work has been extensively applied to complex organizational transformation, crisis leadership, stakeholder negotiation and conflict resolution. His breadth of analysis and capacity to translate complex problems into workable solutions has allowed him to engage a wide range of leaders and constituencies. Among his many recent activities, he lectured in 2016 for the President's Leadership Workshop at the White House.

To book Leonard Marcus or for more information on finding the right speaker for your event please contact us on our website at www.hspeakers.com or call us at 857.770.1281.



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Sample Topics Include:

Meta-Leadership: Building Unity of Effort for your Hospital and Medical Staff

- Develop “connectivity” in systems as a method to coordinate multi-dimensional problem solving activity
- When problems arise, learn how to pivot and not panic
- Apply the wide, “Meta-“ view to understanding problems and building solutions

Swarm Leadership: Creating Teams that Truly Bond and Work Together

- Learn how Swarm Leadership was discovered: Research on leaders of the Boston Marathon bombings response
- What is swarming behavior, from ants and bees to human instinct and relationships
- Learn the five principles of swarm leadership and how to put them into practice and the opposite, suspicion leadership and what it can do to morale and productivity

Crisis Leadership: Building Quick Situational Awareness and Response When Time Matters Most

- How to “get out of the basement” and into your toolbox of learned protocols and practices during a crisis
- The time factor in crisis: in preparedness, time is your friend; in crisis, time is your enemy
- Engaging informal support networks as force multipliers to meet the scope and scale of the emergency you confront



“By far Dr. Marcus was one of the better speakers we have had at this meeting... thank you H Speakers and Dr. Marcus.”

— ROBERT J. CALDAS, SR. VP, CHIEF MEDICAL OFFICER