

## Contents

|                                   |          |
|-----------------------------------|----------|
| <i>Preface</i>                    | page vii |
| <i>Acknowledgments</i>            | xvi      |
| <i>Crisis Case Studies</i>        | xvii     |
| <b>1 Irrationality and Crisis</b> | 1        |
| <b>2 Leadership and Crisis</b>    | 21       |
| <b>3 Change and Crisis</b>        | 40       |
| <b>4 Hubris and Crisis</b>        | 66       |
| <b>5 Sensemaking and Crisis</b>   | 90       |
| <b>6 Ethics and Crisis</b>        | 113      |
| <b>7 Identity and Crisis</b>      | 136      |
| <b>8 Policy and Crisis</b>        | 161      |
| <b>9 Power and Crisis</b>         | 178      |
| <b>10 Paradox and Crisis</b>      | 201      |
| <i>Notes</i>                      | 227      |
| <i>References</i>                 | 246      |
| <i>Index</i>                      | 287      |