

Adapting Your Leadership for Today's Challenges

Stephanie Chung

+ Chief Growth Officer, Wheels Up



With over 30 years of experience catalyzing transformative growth in the aviation sector, Stephanie Chung has widely been recognized as a trailblazer. During her tenure as President of JetSuite, Chung repositioned the brand from a commodity service to a luxury customer experience. Under her leadership, JetSuite was voted one of the Best Places To Work by the Human Rights Campaign. In 2020, Chung joined Wheels Up, the leading brand in private aviation, as the company's first Chief Growth Officer.

Stephanie Chung, Chief Growth Officer of Wheels Up and former President of JetSuite Aviation, explores the three core competencies it will take to navigate our new leadership space with confidence.

Explore Trust

Stephanie shares that trust is the number one factor in leading well. Yet, trust is at an all-time low requiring local leaders to help employees build trust around issues they've never faced before. As a team, list below the top key issues you are currently facing as a leader in your industry.

1.

2.

How have you been currently approaching those conversations on your team and in your workplace? In what ways has it been working or not working? How has trust played into your assessment?

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Identify Your Personal Bias

Stephanie walked everyone through an exercise with photos that helped uncover that everyone has bias. Take some time to reflect below on your insights from this exercise.

Pay Attention

Stephanie describes four levels of attention that allows leaders to adapt. *Selective Attention*, *Sustained Attention*, *Divided Attention*, and *Alternating Attention*. She coaches leaders to leverage all four to maximize their attention. As a team, list below some ways that you can pay better attention to in order to gain perspective and build trust?

Challenge Yourself to Slow Down

When you need to make important decisions as a leader, Stephanie invites us to slow down so as not to stereotype and miss an opportunity that matters. Identify an important decision you need to make involving someone you lead. Describe it below.

Describe three ways you could slow down to gain more perspective?

- 1.
- 2.
- 3.

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What two-three questions can you ask this individual to challenge your bias and gain better understanding to make the best decision possible?

- 1.
- 2.
- 3.

Learn to Visualize People from a Different Viewpoint

Stephanie shares the impact of one comment from a leader that forever changed the trajectory of her leadership. As a team, share a story of someone in your life who gave you feedback that changed your viewpoint or path.

As a team, challenge each other to notice one person in your life this week, and give them an encouraging word. Come back together to share how you each did.

Act

Commit to one thing you can do different as a result of this talk.