Contents

Series Foreword vii
Introduction: COVID as a Case Study in Leadership ix

I Understanding and Leading amid Disruption

1 What the Pandemic Taught Us about Digital Disruption 3
2 Beyond Surviving: Developing a Digital Resilience Mindset 19
3 Digital Resilience Readiness: Leading through the Fog of War 37
4 Digital Resilience Readiness: Making Strategic Decisions in the Face of Uncertainty 53

II How Digital Tools Help Organizations Operate in Disruption

5 Developing Your Digital Innovation Superpowers 69
6 How to Move at Cloud Speed 87
7 How to Hyperdifferentiate with Data and AI 105
8 How to Ensure a Cybersafe Future 123

III Organizational Building Blocks for Navigating Disruption

9 Rethinking How We Work 141
10 Teaming Your Way through Disruption 163
11 Rebuilding Disrupted Customer Relationships 179
Epilogue: Is the End Near? 195

Acknowledgments 203
Notes 205
Index 217