

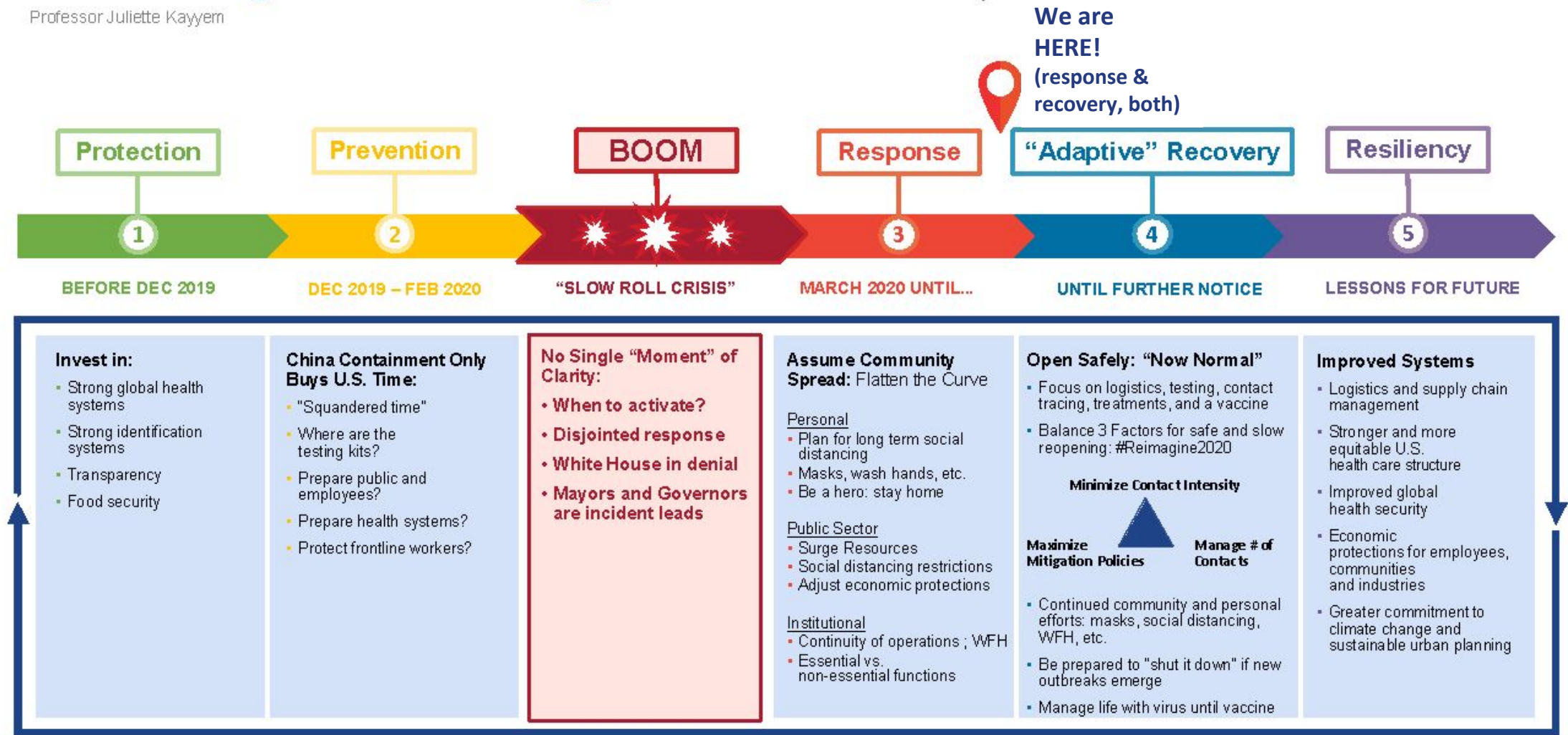


**BLOOMBERG
HARVARD**

City
Leadership
Initiative

The Five Stages of Crisis Management: Coronavirus (COVID-19) in the U.S.

Professor Juliette Kayyem



“A CRISIS HITS A NATION AS IT IS, NOT AS IT WOULD LIKE TO BE”