



DAVID BISSONETTE



Author. Consultant. Speaker. Trainer. | Book David for your next event david@davidbissonette.com

DAVID BISSONETTE is an expert on safety and emergency management who believes that compassionate leadership is the key to navigating crisis situations effectively.

With over 30 years of experience in his field, David has seen what it takes to lead with authority and compassion, taking into account the needs of all parties involved, including victims' friends and family, first responders, volunteers, the media, and the community as a whole. In times of crisis, it's natural to look to a strong leader to show the way forward and give hope. David shows you how to be that leader.

David had first-hand experience putting his beliefs into practice under the toughest of circumstances. As disaster coordinator of Clarence, NY, he was responsible for handling the aftermath of the fatal Continental 3407 crash that happened in his town in 2009. The crash killed 50 people and rocked the community. He recounts the experience, as well as lessons learned, in his book ***Flight 3407: Compassionate Leadership In The Face of Disaster.***

David is a highly respected speaker whose keynote presentations include:

- "When Disaster Strikes" – David shares the challenges and lessons that came out of the crash of Flight 3407
- "Compassionate Leadership" – David explains how to act boldly yet considerately in times of crisis
- "Accommodating All Variables" – David talks about how to prepare for the unexpected

David is also a trainer and consultant to government agencies, private companies, and other organizations through his company Interactive Safety Services, LLC, on the topics of active shooter awareness, emergency management systems, business crisis management, and more.



"David Bissonette not only is a sought-after resource within our organization (General Mills Inc.), but he's a very active and passion-ate safety leader in our local community. I've had the opportunity to see him in action during training situations as well as crisis modes, and I'm always impressed by his knowledge, calming demeanor, and ability to deeply engage stakeholders. He embraces the opportunity to educate others on how to effectively navigate difficult situations, and this book is yet another example of him leveraging his expertise to make a difference."

**Allen Brown, Plant Manager,
General Mills (Buffalo, NY)**



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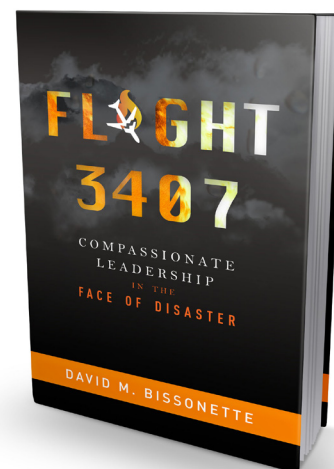


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A phone call in the middle of the night wakes you up. It's bad news: there's been a disaster. What do you do next?

For emergency responders, this scenario isn't hypothetical. It happens every day. In his book *Flight 3407: Compassionate Leadership In The Face of Disaster*, David Bissonette, along with his wife Traci, recounts his experience as disaster coordinator in the town of Clarence, NY on the fateful day in 2009 when Continental Flight 3407 crashed into the town, killing all 49 people on board and one person on the ground.

David shares the lessons he learned so that other emergency responders can be better prepared for when they get the phone call. That includes the lesson on the importance of compassionate leadership, which takes into account the needs of everyone involved, from victims' families to the media to the volunteers to the community as a whole. Anyone who leads during times of stress will come away from Flight 3407 with valuable insights on how to combine strong leadership with true compassion for the best results.





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DAVID BISSONETTE is an accomplished safety and emergency management professional who was the disaster coordinator after Continental Flight 3407 crashed in his hometown of Clarence Center, New York, in 2009, killing 50 people. With over 25 years of experience in the first responder field, David is a highly respected speaker on the topics of emergency management and compassionate leadership in the times of crisis. He is also the founder and CEO of Interactive Safety Services, LLC, a consulting firm that trains businesses and organizations across the country on the topics of active shooter awareness, emergency management systems, business crisis management, and more.

In their book *Flight 3407: Compassionate Leadership In The Face of Disaster*, David and his wife Traci tell the story of how the fatal crash of Flight 3407 changed the town of Clarence Center forever. As the town's disaster coordinator, David was in charge of handling the aftermath of the crisis, and he shares lessons learned in hopes that other first responders can be better prepared for any crises they encounter in the future.





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David has over thirty years of experience in the first responder world and understands how critical strong, compassionate leadership is during a crisis. In 1978, David joined the Clarence Volunteer Fire Department and later became Chief. David's father was the fire commissioner and instilled in David a passion for serving his community, a passion he wants to share with others.

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When Disaster Strikes

Hear firsthand about the disaster management and recovery following the crash of Continental Flight 3407 – a tragedy that killed all 49 passengers on board and one person on the ground. David will share some of his challenges and lessons from this disaster, while giving the audience a compassionate leadership perspective.

Keynote Duration: 1 hour

Compassionate Leadership

For more than 25 years, David has developed a keen sense for compassionate leadership during a crisis or disaster. His ability to act boldly but considerately for all those affected has become a widely recognized skill, most notably during the crash of Continental Flight 3407 in 2009. During this presentation, David will provide his insight and recommendations for employing sensitive leadership at a time when emotions are high during and after a crisis.

Keynote Duration: 1 hour

Accommodating All Variables

When managing a crisis, you have to be ready for anything. Between his training, on-the-job experiences, and internal intuition, David has developed a unique ability to withstand the variables that may come his way when involved in a crisis. During this presentation, he will provide some keen insights into being able to accommodate all the variables as they come up, and how to better prepare yourself for the unexpected. David will also engage with the audience by answering specific questions regarding some of these unexpected variables.

Keynote Duration: 1 hour



“Attending sessions with knowledgeable speakers such as David Bissonette is one way for each of us to stay on top of the important issues faced each day. His enthusiasm, knowledge and professional manner made the session enjoyable to attend.”

Ronald J. Drum, Chief of Hazardous Materials/Homeland Security Bureau NYS Office of Fire Prevention & Control





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- PEMA, Pennsylvania Emergence management association
- VEMA (2X), Virginia emergency management association
- New Jersey emergency management conference
- New York State Fire Chief association conference
- New York State Sherriff's Association
- CALIO, Canadian- American Law-enforcement organization
- German National Fire Service Academy (Hamburg, Germany)
- New York State building officials conference
- New York Aviation Management Association conference
- Medaille College, Home land security series
- Firemen's Association of the State of New York
- National Association of Towns Conference, Washington DC
- Artex Risk Management conference, Orlando, FL
- Integrated Medical, Public Health, Preparedness Response Training Summit
- Dival Safety Annual Summit, Buffalo NY (5 years)
- ASSE, American Society of Safety Engineers conference
- NSC, National Safety Council annual conference



"We were so pleased to bring Mr. Bissonette to our Fire Symposium in Hamburg Germany and hear about his personal involvement in the Continental crash of flight 3407. His experience and practical application was a value to our fire service professionals."

Veronika Trautman, Director of Training, National Fire Academe, Hamburg Germany

"David is the consummate professional. He is an excellent presenter who holds an audience's attention and involves them with his presentation. He is an acknowledged leader in the area of emergency response and his experience is an invaluable asset that he is willing to share with audiences and students."

Steven MacMartin, Director – Homeland Security Program, Medaille College

