

Chief Carmen Best

Global Security Executive, Leadership & Crisis Management Expert, Former Seattle Police Chief

Change Management in a Technology-Driven Era In a rapidly advancing technological era, effective change management is essential for survival and success. Carmen Best explores how embracing innovation demands vision-driven leadership, continuous learning, and a human-centered approach. With stories from her journey in law enforcement and corporate leadership, she illustrates how transparency, accountability, and adaptive training can turn resistance into resilience. The speech highlights how organizations must empower their people to evolve alongside emerging technologies or risk becoming obsolete. Attendees will walk away with actionable strategies to lead transformation with courage, clarity, and compassion.

Leadership Lessons-Learned: Leading Through Crisis, Conflict, and Challenging Times For nearly 30 years, Chief Best was a champion and leader of reforms, guiding the Seattle police department through times of uncertainty and crisis. When she first took her role as Chief of Police in 2018, she immediately got to work diversifying the force and regularly meeting with community leaders, and by 2019 achieved a decreased major crime rate. Chief Best demonstrated her leadership principles through the end of her tenure in 2020, resigning when the City Council's decisions did not align with her values. At Best's retirement, Seattle Mayor Jenny Dunkin said, "We had the chief that not only believes in the importance of reimagining policing, she was the person, and probably still will be the person, that helps lead the way for our nation." In this presentation, Best shares her experience leading the force through these challenging and often polarizing times, as well as her proven strategies for effective, values-based leadership, including fostering an engaging environment of community, collaboration, trust, and diverse perspectives.

Black in Blue: Lessons on Leadership, Breaking Barriers, and Racial Reconciliation Former Seattle police chief Carmen Best spent 28 years transforming the Seattle police force from an institution where minorities and women historically struggled to succeed to a force more representative of the city's diversity. The story of her ascension to the position of police chief in a predominantly White law enforcement culture and how she set out to create change is an inspiring masterclass with principles that people in all industries can apply as they seek to elevate diversity and inclusion in their organizations. In this talk, Chief Best draws from her lessons learned being black in blue to teach the core qualities and mindset needed to persevere and become a force for changing elements of workplace culture and leadership that are detrimental to an organization's success.