

Emma Henderson

Airline Captain, Mentor, Brand Ambassador, and Presenter

Navigating Turbulence when the World is on Fire The world isn't short of challenges: global uncertainty, shifting markets, organisational change, and pressure to deliver at speed. When turbulence hits, the leaders who thrive aren't the loudest or the most confident – they are the calmest and the most prepared. Drawing on over 30 years in aviation and her TEDx talk on decision-making under pressure, Emma Henderson MBE shares a simple yet powerful framework – AVIATE – to help leaders replace panic with process, confusion with clarity, and stress with structure. This keynote is designed to equip leadership teams with the mindset and tools to stay grounded when the world feels on fire. *What Audiences Will Learn* Lead Through Structure, Not Stress: How to follow a clear process when chaos strikes. Grounded Leadership as a Superpower: Why calm, human-centred leadership builds trust and resilience. Decision-Making Under Pressure: Tools from the flight deck adapted for the boardroom. The Power of Perspective: How to reframe failure as data and prepare for the unexpected. Practical Takeaways: A proven decision-making model that teams can apply immediately.

Bomb-proof Resilience: You Have Control – S o Take it! In today's rapidly evolving business landscape, leaders often find themselves navigating through turbulent skies of uncertainty. The ability to make confident decisions and maintain control, even when faced with incomplete information or unexpected challenges, is as crucial in the boardroom as it is in the flight deck. Just as a pilot must remain in command during all phases of flight, modern leaders must take control of their decision-making processes to guide their organisations through times of change and uncertainty. From sudden market shifts to internal team conflicts, the pressures on business leaders are diverse and relentless. Similarly, airline captains face a myriad of challenges, from severe weather conditions to complex technical issues. You can let these pressures overwhelm you and erode your team's confidence, or you can use them as opportunities to demonstrate bomb-proof resilience and foster a culture of decisive action within your organisation. How you respond to challenges and make decisions sets the tone for your entire team, whether in the air or on the ground. Bomb-proof resilience is about developing the mental fortitude to remain in control, make sound decisions, and inspire confidence in others—even when the path ahead is unclear and the pressure is mounting. As an experienced airline captain, Emma Henderson brings a unique perspective on decision-making under pressure. She'll share personal anecdotes from the flight deck and draw parallels to business leadership, offering practical strategies that have helped her maintain control and lead effectively in high-stakes situations. Emma will discuss techniques for implementing cockpit-tested decision-making models in business contexts, overcoming analysis paralysis, and building confidence in your decision-making abilities—all while managing your own stress and doubts. With years of experience guiding aircraft and crews through challenging situations, Emma offers a relatable and authentic

perspective on the challenges of modern leadership. Her engaging presentation style combines technical expertise with humour and honesty, delivering actionable insights that will resonate with leaders at all levels. Attendees will leave the session with renewed confidence and practical tools to enhance their decision-making skills and resilience under pressure.

Doing Less, Well: The Art of Effective Delegation. In today's fast-paced business world, the pressure to "do it all" and be "all things to all people" can be overwhelming. However, true leadership excellence often lies not in trying to accomplish everything yourself, but in focusing on what truly matters and empowering others through effective delegation. Just as a captain must trust their flight crew to perform their roles effectively, modern leaders must master the art of delegation to unlock their team's full potential and drive organisational success. From overflowing inboxes to endless meeting requests, the demands on leaders' time and attention seem endless. Similarly, airline captains must manage a complex array of tasks while maintaining a big-picture view of the flight's progress and safety. You can let these demands overwhelm you and lead to burnout, or you can learn to focus on high-impact activities, empower your team through effective delegation, and create a culture of shared responsibility and growth. How you manage your workload and empower your team sets the tone for your entire organisation's efficiency and effectiveness, whether in the air or on the ground. Doing less, well, is about developing the discernment to identify what truly matters, the courage to say no to less important tasks, and the leadership skills to delegate effectively—even when it might seem easier to just do everything yourself. As an experienced airline captain, Emma Henderson brings a unique perspective on effective delegation and prioritisation. She'll share personal anecdotes from the flight deck and draw parallels to business leadership, offering practical strategies that have helped her manage complex operations while empowering her crew. Emma will discuss techniques for identifying and focusing on high-impact activities, saying no gracefully and effectively, and delegating tasks in a way that develops team members and drives results. With years of experience leading crews and managing the multiple demands of aviation, Emma offers a relatable and authentic perspective on the challenges of modern leadership. Her engaging presentation style combines technical expertise with humour and honesty, delivering actionable insights that will resonate with leaders at all levels. Attendees will leave the session with renewed focus and practical tools to enhance their delegation skills, improve team effectiveness, and achieve more by doing less.

From Airbus to Carebus: My Journey Through Aviation and Beyond. In today's rapidly evolving world, career paths are rarely linear, and personal dreams often take unexpected turns. The ability to adapt, persevere, and find purpose in the face of challenges is crucial for both professional success and personal fulfilment. Just as an aircraft must navigate through changing weather patterns and unexpected turbulence, individuals must be prepared to adjust their course, overcome obstacles, and embrace new opportunities—even when they deviate from the original flight plan. From childhood aspirations to mid-career transitions, my journey of personal and professional development is filled with triumphs, setbacks, and moments of transformative growth. From a young girl dreaming of the Space Shuttle to becoming an airline captain, and ultimately transitioning to a new calling, my story

embodies the unpredictable yet inspiring nature of pursuing one's passions. We can let unexpected challenges and changes derail your aspirations, or we can use them as catalysts for growth, self-discovery, and making a meaningful impact in ways we might never have imagined. How you approach your life's journey sets the tone for your personal and professional growth, whether in the air or on the ground. Navigating from Airbus to Carebus is about developing the resilience to overcome obstacles, the courage to embrace change, and the wisdom to find purpose and fulfilment—even when your destination looks different from what you initially envisioned. As an experienced airline captain who transitioned into founding a charity, Emma Henderson brings a unique and inspiring perspective on career evolution and personal growth. She'll share her remarkable journey, from the young girl watching a Space Shuttle land on the back of a 747 to becoming one of the few female airline captains in the world, and her unexpected transition out of flying but not out of aviation. Emma will recount the challenges she faced, including surviving a life-threatening illness and failing her first attempt at command, as well as the triumphs and lessons learned along the way. She'll discuss how she navigated these experiences with resilience, humility, and a focus on serving others—all while finding new ways to apply her aviation skills in unforeseen contexts. With a career spanning over three decades in aviation and beyond, Emma offers a relatable and authentic perspective on the challenges and opportunities of personal and professional reinvention. Her engaging presentation style combines personal anecdotes with practical insights, delivering a powerful message of hope, resilience, and the importance of being open to new possibilities. Attendees will leave the session inspired to pursue their own dreams, embrace change with confidence, and find ways to make a meaningful impact in their personal and professional lives.

How Big If Your Bucket: Understanding Leadership Capacity Leadership isn't just about making decisions and guiding teams; it's about maintaining and managing your energy—both to carry out your own tasks and to inspire and empower others. In today's fast-paced business environment, leaders often find themselves depleted, struggling to balance their own responsibilities while providing the guidance and support their teams need. The ability to recognise, replenish, and effectively manage your leadership energy is as crucial in the boardroom as it is in the flight deck of an airliner. From navigating complex flight operations to steering through multiple business priorities, the demands on leaders' energy are diverse and relentless. You can let these pressures drain your leadership bucket, leaving you unable to inspire and guide others effectively, or you can learn to manage and replenish your energy, fostering a vibrant and high-performing organisational culture. How you manage your leadership energy sets the tone for your entire team, whether in the air or on the ground. Understanding your bucket is about developing the awareness to recognise when you're running low, the wisdom to recharge effectively, and the skill to energise others—even when the challenges seem overwhelming. Remember, as a leader, you are the beacon that others look to for guidance, inspiration, and strength. Just as you can't pour from an empty cup, you can't lead effectively with a depleted energy bucket. Courageous and empowering leadership requires a well of energy to draw from, allowing you not only to tackle your own responsibilities but also to lift and motivate those around you. By maintaining a full bucket, you ensure that you have the capacity to lead with vigour, make sound decisions, and inspire your team to reach new heights.

Brave and Inspirational Leadership In an era of rapid change and uncertainty, the ability to inspire and lead with courage is more crucial than ever. True leadership isn't just about making decisions or setting goals—it's about inspiring others to believe in a vision and follow you on the journey to achieve it. Just as a captain must instil confidence in their crew and passengers even in turbulent conditions, modern leaders must learn to inspire trust, motivation, and commitment in their teams, especially during challenging times, and Emma speaks not only from the experience of leading her crew every day in the air, but also from setting up a national charity in 3 weeks, with 6500 volunteers nationwide. From navigating organisational changes to steering through market disruptions, leaders face numerous situations that test their ability to inspire and guide others. Similarly, airline captains – and charity CEOs – must lead their crews through various challenges, from severe weather to unexpected diversions. You can let these challenges erode team morale and confidence, or you can use them as opportunities to demonstrate brave leadership and inspire your team to new heights. How you lead and inspire others sets the tone for your entire organisation's culture and performance, whether in the air or on the ground. Brave and inspirational leadership is about developing the courage to make tough decisions for the right reasons, the authenticity to connect with your team on a human level, and the vision to inspire others to follow you—even when the path ahead is uncertain. As an experienced airline captain, Emma Henderson brings a unique perspective on brave and inspirational leadership. She'll share personal anecdotes from the flight deck and draw parallels to business leadership, offering practical strategies that have helped her inspire confidence and motivate her crew in high-stakes situations. Emma will discuss techniques for projecting calm confidence, communicating a compelling vision, and building trust with your team—all while navigating the complexities of modern leadership challenges. With years of experience leading crews through challenging situations, Emma offers a relatable and authentic perspective on the art of inspirational leadership. Her engaging presentation style combines technical expertise with humour and honesty, delivering actionable insights that will resonate with leaders at all levels. Attendees will leave the session with renewed inspiration and practical tools to enhance their leadership presence and ability to motivate others.

Overcoming Adversity: Reframing Challenges as Opportunities In today's volatile business environment, facing adversity is not a matter of if, but when. The ability to reframe challenges as opportunities and maintain a growth mindset is as crucial in the boardroom as it is in the flight deck. Just as a pilot must navigate through unexpected turbulence or technical issues, modern leaders and professionals must learn to view obstacles not as barriers, but as chances for growth, innovation, and refinement. From market downturns to personal setbacks, the challenges we face in our professional lives can be daunting. Similarly, airline captains must contend with a myriad of potential adversities, from severe weather to complex emergencies. You can let these challenges overwhelm you and erode your confidence, or you can use them as catalysts for personal and professional development, fostering a culture of resilience and continuous improvement within your organisation. How you respond to adversity sets the tone for your entire team and career trajectory, whether in the air or on the ground. Overcoming adversity is about developing the mental fortitude to see beyond immediate obstacles, take responsibility for your actions, and leverage challenges as stepping stones for

success—even when the path ahead seems fraught with difficulty. As an experienced airline captain, Emma Henderson brings a unique perspective on facing and overcoming adversity. She'll share personal anecdotes from the flight deck and her broader career, drawing parallels to common business and life challenges. Emma will discuss techniques for reframing obstacles, taking ownership of mistakes, and building resilience—all while fostering a growth mindset that turns potential setbacks into opportunities for learning and improvement. With years of experience navigating through high-pressure situations and unexpected challenges, Emma offers a relatable and authentic perspective on the power of positive reframing. Her engaging presentation style combines technical expertise with humour and honesty, delivering actionable insights that will resonate with professionals at all levels. Attendees will leave the session with renewed confidence and practical tools to face adversity head-on and emerge stronger on the other side.

Performing Under Pressure: Leading with Composure at 30,000 Feet Leadership isn't just about guiding teams on a clear day; it's about maintaining composure and direction when turbulence hits. In today's fast-paced business environment, leaders face constant pressure to perform, make critical decisions, and inspire their teams—often while navigating through unforeseen challenges. The ability to project calm confidence and maintain a professional demeanour, even when faced with internal doubts or external pressures, is as crucial in the boardroom as it is in the cockpit. From unexpected system malfunctions to severe weather conditions, the pressures on airline captains are diverse and relentless. Similarly, business leaders encounter market volatility, team conflicts, and strategic uncertainties. You can let these pressures overwhelm you and erode your team's confidence, or you can use them as opportunities to demonstrate true leadership and foster a resilient organisational culture. How you respond under pressure sets the tone for your entire team, whether in the air or on the ground. Performing under pressure is about developing the mental fortitude to remain composed, make sound decisions, and inspire confidence in others—even when the flight path ahead is unclear.

Teamwork: Making the Dream Work In today's complex business environment, success is rarely achieved by individuals working in isolation. Just as a commercial airliner requires a well-coordinated crew to navigate safely through the skies, modern organisations need cohesive teams to thrive in an ever-changing landscape. The ability to foster effective teamwork and create high-performance crews is as crucial in the boardroom as it is in the flight deck. From merging departments to integrating diverse generations of workers, the challenges of building effective teams are manifold. Similarly, airline crews must seamlessly blend different personalities, experiences, and skills to ensure safe and efficient operations. You can let these challenges create silos and friction, or you can use them as opportunities to build a culture of collaboration and mutual support that drives your organisation forward. How you cultivate teamwork sets the foundation for your entire organisation's performance, whether in the air or on the ground. Building high-performance crews is about creating an environment where every team member feels valued, empowered to contribute, and aligned towards common goals—even when faced with pressure or uncertainty. As an experienced airline captain, Emma Henderson brings a unique perspective on building and leading high-performance teams. She'll share personal anecdotes from the flight deck and draw parallels to business

leadership, offering practical strategies that have helped her create cohesive, effective crews in high-stakes situations. Emma will discuss techniques for fostering open communication, aligning team members towards common goals, and leveraging diverse strengths within a team—all while navigating the complexities of intergenerational workforces and rapidly changing business environments. With years of experience leading diverse crews through challenging situations, Emma offers a relatable and authentic perspective on the challenges of modern team leadership. Her engaging presentation style combines technical expertise with humour and honesty, delivering actionable insights that will resonate with leaders at all levels. Attendees will leave the session with renewed enthusiasm and practical tools to enhance their team-building skills and create high-performance crews within their organisations.

Split-Second Decisions: Mastering the Art of Rapid Decision-Making In today's fast-paced business environment, the ability to make sound decisions quickly is often the difference between success and failure. Just as a pilot must make split-second choices that can affect the safety of hundreds of passengers, modern leaders must be prepared to make rapid decisions that can impact the future of their entire organisation. The art of swift, effective decision-making is as crucial in the boardroom as it is in the flight deck. From unexpected market shifts to crisis situations, business leaders often find themselves in scenarios where time is of the essence. Similarly, airline captains face moments where split-second decisions can mean the difference between a safe landing and a potential disaster. You can let the pressure of these moments paralyse you into inaction, or you can develop the skills and mindset to make confident, effective decisions even in the most time-sensitive situations. How you approach decision-making under pressure sets the tone for your entire organisation, whether in the air or on the ground. Mastering the art of rapid decision-making is about developing the mental tools to assess situations quickly, weigh options effectively, and take decisive action—even when the stakes are high and the clock is ticking. As an experienced airline captain, Emma Henderson brings a unique perspective on split-second decision-making. She'll share personal anecdotes from the flight deck and draw parallels to business leadership, offering practical strategies that have helped her make critical decisions in high-pressure situations. Emma will introduce two powerful decision-making models: one for situations with ample time, and another for high-pressure scenarios demanding immediate action. She'll discuss techniques for maintaining clear thinking under extreme pressure, balancing thorough analysis with the need for swift action, and building confidence in your rapid decision-making abilities. With years of experience making critical decisions in one of the world's most time-sensitive and safety-critical industries, Emma offers a relatable and authentic perspective on the challenges of modern leadership. Her engaging presentation style combines technical expertise with humour and honesty, delivering actionable insights that will resonate with leaders at all levels. Attendees will leave the session with renewed confidence and practical tools to enhance their decision-making skills, particularly in high-stakes or time-sensitive situations.

Understanding the Bigger Picture: Balancing Work and Wellbeing In today's high-pressure business environment, the pursuit of success often comes at the cost of personal wellbeing.

However, true leadership excellence requires a holistic approach that balances professional achievements with personal health and fulfilment. Just as a captain must consider not only the destination but also the wellbeing of the crew and passengers, modern leaders must learn to view success through a wider lens that encompasses both work performance and personal wellness. From long hours to constant connectivity, the demands of modern work life can take a severe toll on physical and mental health. Similarly, airline captains face the challenges of irregular schedules, jet lag, and high-stress situations. You can let these pressures erode your health and happiness, or you can learn to create a sustainable balance that enhances both your professional performance and personal wellbeing. How you approach the balance between work and wellbeing sets the tone for your entire organisation, whether in the air or on the ground. Understanding the bigger picture is about recognising that true success encompasses more than just professional achievements—it includes physical health, mental wellness, and overall life satisfaction. As an experienced airline captain who has navigated her own journey of prioritising wellbeing, Emma Henderson brings a unique perspective on balancing work and personal health. She'll share her personal experience of prioritising work over health, and the valuable lessons she learned along the way. Emma will discuss techniques for recognising early warning signs of burnout, the importance of listening to our bodies, and strategies for creating a healthy work-life balance—all while maintaining high performance in demanding roles. With years of experience managing the physical and mental demands of aviation, Emma offers a relatable and authentic perspective on the challenges of maintaining wellbeing in high-pressure careers. Her engaging presentation style combines personal anecdotes with practical insights, delivering actionable advice that will resonate with professionals at all levels. Attendees will leave the session with a renewed appreciation for holistic success and practical tools to enhance both their professional performance and personal wellbeing.