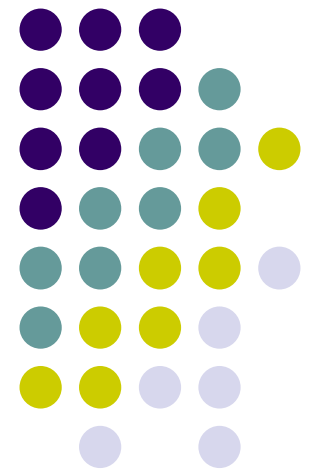


**RIC 2002**

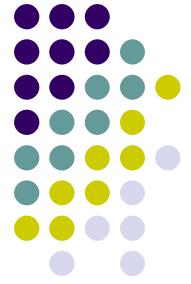
**Session T6 - Allegations and  
Safety Conscious Work  
Environment**

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**Leading Change**  
**A Personal Perspective**  
**By Lee Olivier**  
**President and COO**  
**Connecticut Light & Power**

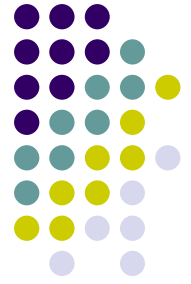


# Leading Change



- **Introduction**
- **TRUST + OPEN COMMUNICATION = SUCCESS**
- **Millstone Recovery**

# Leading Change



- Building Trusting Relationships
- Making Change Happen
- Closing