

Leadership in the New Normal: Business Leaders Respond to COVID-19

Monday, April 30, 2020 | 7:30 a.m. PT

During this webinar, leaders across industries discussed how CEOs are adapting and leading their businesses during this time of unprecedented challenge. A video of the call, with slides, [can be viewed on our website](#).

Webinar panelists included:

- **Kevin Klowden (Moderator)**, Executive Director, Center for Regional Economics and California Center, Milken Institute
- **Jane Fraser**, President, Citigroup and CEO, Global Consumer Banking, Citi
- **Barbara Humpton**, President and CEO, Siemens Corporation USA
- **Michael Milken**, Chairman, Milken Institute

The panelists touched on the following:

- Humpton discussed the importance of the services that Siemens provides and the four main priorities shaping how the company currently runs its business—health of employees, understanding business continuity, determining how their company knowledge can be leveraged to support solutions to the problems facing society, and how to look ahead for resiliency in the future. She also noted the importance of being prepared for future crises, such as in the case of inclement weather. Humpton brought up Siemens' development of an antibody test that is being tested by the FDA and how Siemens is keeping their on-site workers safe.
- Fraser reviewed Citi's priorities, how Citi learned to get ahead of the pandemic from Asia, and talked about the quick shifts in process from physical to digital while still taking care of their customers' access to capital. Fraser talked about what adaptations and measures are being implemented to most efficiently deploy this capital (especially those who are high-risk) while also taking care of the health care aspect of the Coronavirus outbreak. For example, Citi's remote workforce went from 35,000 to 130,000 employees from the start of the pandemic to now in order to keep their customers and workers safe. Citi had to ensure that the banks could do their day jobs, which is being there for clients, including making sure the bank had capital and liquidity.
- Milken spoke to the numerous positive outcomes that have spawned from the COVID-19 crisis, such as the government response, medical research, and private sector action. He covered the importance technology has played in areas like food delivery, but also noted there have obviously been negative effects on health care, food distribution, and financial markets. He expanded on the ways this pandemic will change humanity overall, with technology rapidly evolving in ways we've never seen, playing an even more integral role in how we do our jobs, how we utilize telemedicine, and how we educate our children.

If you would like to listen to recordings of this webinar and the rest of the Milken Institute's COVID-19 conference call series, please visit our [website](#).