



WEBINAR – March 17th, 2022, 12-1PM ET

Building Bridges of Trust: An Approach to Cultural Transformation

The Delaware River Port Authority ([DRPA/PATCO](#)) was engaged in several large, mission-critical projects at a time when morale and trust, both internally and among external stakeholders, were low. They turned to lessons based on the *principles of comedy improvisation*, such as deep listening, empathy, and collaborative trust. Using a new strategic plan combining the tenets of servant-leadership and the tools of improvisational comedy, DRPA transformed its culture and produced award-winning projects.



The skill of improvisation is increasingly valued by top executives today because they see in it a tool that enables their companies to be more nimble, flexible, and responsive. Join CEO John Hanson, Director of Strategic Initiatives Christina Maroney, and improvisor Nick Gillette to learn how introducing these essential skills changed the company from the top down.



John Hanson is the CEO of DRPA and the President of PATCO. As CEO, John emphasizes stewardship and public service, saying, “We are stewards of

important transportation assets, bridge and transportation infrastructure, as well as the human and financial resources that are dedicated to serving the community.” A lifelong learner, Mr. Hanson began studying improvisational comedy at Philly Improv Theater in January 2014. “I got interested when I heard it was recommended for business leaders,” he says. “Improv demands that you listen, collaborate and react at the top of your intelligence. You learn to trust and support your teammates.”



Christina Maroney is the Director of Strategic Initiatives at the Delaware River Port Authority in Camden, NJ. As a senior leader, she is instrumental in moving the DRPA toward a new level of service and stewardship

in accomplishing its mission. Christina is responsible for shaping and executing the Authority’s strategic vision, and leading organizational change initiatives aimed at building credibility, expanding accountability and increasing public value. Her experience in project management and continuous process improvement has led to diverse opportunities at the DRPA where she began her career as an intern more than 27 years ago. Christina received her B.A. in Economics from Seton Hall University. She resides in Moorestown, NJ with her husband and 17-year-old twin boys.



Nick Gillette is an internationally performing physical theatre artist and instructor. For more than a decade he has taught thousands of students theatrical

and applied improvisation. Adjunct Professor of Medical Humanities at Temple University. Co-founder emeritus of Almanac Dance Circus Theatre. A graduate of the Pig Iron School for Advanced Performance Training, a 2014 New York Live Arts Fresh Tracks resident artist, a 2016 Colgate University Christian A. Johnson resident artist, and a former resident artist at the Philadelphia School for Circus Arts. Winner of the 2021 audience choice award for best Comedy at FringeArts Fringe Festival. He lives in Philadelphia with his wife and two children.

Read the story from the Philadelphia Inquirer on [Improv theater training is helping a once hidebound transit agency learn to work smarter. It’s a trend that’s catching on](#)

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