



Instructions to Participants - pick one clip to perform from below:

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**CORE: Changing Business for Good:** United Airlines damaged Dave Carroll's guitar. He saw them damage it from his seat overlooking the baggage handlers who were hurling luggage with abandon into the bowels of the plane. A professional musician, Carroll then endured nine months in "a customer service maze," as he put it, asking for compensation for the \$3,500 guitar. Eventually, he got so frustrated that he wrote a catchy song—United Breaks Guitars—and posted it on YouTube. It's a great song and within a day, it was watched 150,000 times and within four days United Airlines' stock price fell 10%, costing shareholders about \$180m in value.

**Murder on the Aloha Express:** I looked up from my computer screen at the Hawaiian dream boy whose brilliant smile and muscles to die for were the perfect material for a suntan lotion commercial.

"Aloha, Miss LeClair." He set a to-go cup and small paper bag in front of me.

"You never seem to have time for breakfast, so I thought..."

I peeked into the bag to see one of the hotel's famous pineapple-coconut muffins. "Thank you." Koma exuded what was referred to around the islands as the "Spirit of Aloha," which his sister, Lana, had defined to me as "Living in harmony with yourself, others, and the world you live in."

**Finn Again:** I made my way back down to the church. Everyone had left and the priest was up near the altar when I went in to retrieve my suit jacket.

He turned around as I came in. "They took your coat with them. I imagine you'll find it back at Mary's place."

"Oh." I dropped into a pew. "Do you mind if I sit a while?"

"Of course not." He busied himself with other tasks for a few moments before coming over.

"May I sit with you?"

I silently acknowledged him as he sat down next to me.

**The Korean Crisis: A World On The Brink:** In the southern portion of the peninsula, the job of occupation fell primarily to the US Army. Neither it nor the State Department possessed much expertise about Korea. Except for some Christian missionaries, few Americans had any on-the-ground understanding about Korean culture and society. There was little clarity in Washington about where and how a Korean nation would find a peaceful place among the countries of its region and the larger world. Although not a war torn locale in the sense that many countries were at that time, Korea was underdeveloped, poor, and its people were inexperienced in home rule.

**Nine Millimeter Solution:** Her fantasy of the high life in New York was interrupted by the phone on her desk. "Gant," she said by way of greeting.

"It's your ever loyal servant," Inspector O'Neil said. He was another of the law enforcement renegades who populated Washington's various task forces. He was Gant's designated number two.

"I hope you're going to tell me the D.C. police have solved all crimes and we can all go home," she said.

"I hear they're working on it. In the meantime, do you have plans for lunch?"

"I'm looking at it," she said.