



Fiona Robertson is an expert in organisational culture and leadership who holds an MBA from London Business School and is a Graduate of the Australian Institute of Company Directors (GAICD) and the Institute of Executive Coaching and Leadership.

In her 30-year career she has worked in and consulted to dozens of blue-chip corporates domestically and internationally, with all levels of government in Australia and coached numerous senior executives in large and small organisations.

She is the former Head of Culture for the National Australia Bank, where she spent twelve years in senior executive positions, including running their market research function and several transformation roles. Her tenure as Head of Culture included the introduction of a set of values and the development of a new purpose.

In her early career Fiona spent eight years with Ogilvy Public Relations in London where she specialised in complex multi-country communications campaigns for clients like IBM (35 countries), The Nasdaq Stock Market (8 countries), Oracle (10 countries) and McKinsey & Company (globally).

After returning to Australia, Fiona assisted major corporations and local, state and federal governments with the design of organisational structures, advising on sensitive internal and external communications and change management during acquisitions, restructures, off-shoring and down-sizing, executive coaching, career coaching, career transition, facilitation, senior team development and leadership development programs.

Clients in Australia have included ANZ Bank, Telstra Business Systems, the Federal Department of Infrastructure, Transport, Regional Development and Local Government, the Victorian Department of Human Services, RedZed, Newcrest, Freehills, the Municipal Association of Victoria, Slater + Gordon, RMIT Online, Swinburne University, Monash College and the Australian Graduate School of Management (AGSM).

She is now an independent culture change author, speaker, trainer, facilitator and executive coach for senior executives and business owners.

Her first book, *Rules of Belonging – change your organisational culture, delight your people and turbo-charge your results*, was published by Major Street in July 2020.

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