



kylie paatsch

ABOUT KYLIE

Kylie Paatsch is a certified leadership coach, facilitator, consultant, keynote speaker, author, meditation and yoga teacher and podcast host.

Kylie has spent the past two decades studying, coaching, and guiding others about leadership, team development and culture.

Her experience as an executive and operational leader has given her firsthand knowledge about what it takes to lead yourself, lead others effectively, and create culturally aligned and connected teams.

Kylie has worked with many large multi-national organisations as a coach, facilitator and consultant and is a strong advocate of gender equality and advancing women.

PROFESSIONAL EXPERIENCE

TFW Leadership Training and Coaching - Founder and Lead Consultant (2020 - Now)

Working with organisations, business owners and executive leaders to improve leadership capabilities, leadership performance, culture, employee retention, performance and diversity and inclusion.

National Leader of People and Culture for Flight Centre Travel Group (2017 - 2020)

Australian Leader of the People and Culture Team, reporting to the Chief People Officer and Executive General Manager of Flight Centre Travel Group, responsible for building and deploying the leisure talent management strategy, developing innovative HR Strategies and directly leading and developing the operational leaders of recruitment, learning and development, FC Business School (Vocational Education Team), leadership training, sales and product training, FCTG graduate program, internal mentoring and coaching.

General Manager of FCTG's Leadership Academy (2013 - 2017)

A member of the Australian People and Culture leadership team, responsible for designing & delivering a robust leadership strategy to attract, retain and future-proof leadership talent from entry level leadership to executive level. 10 direct reports including leader of L & D and state leadership trainers and coaches.

Our team won the following award and was a finalist for designing, delivering, and deploying an award-winning national leadership pathway:

- Learnx's Platinum Award for Best Talent Management Program (2016)
- AHRI (Australian HR Institute) Finalist for Talent Management (2016)
- AHRI (Australian HR Institute) Finalist for Leadership Development (2016)

Leader - Senior Leadership Development (2006 - 2017)

Reporting to the Executive General Manager of Flight Centre, I designed and delivered Senior Leadership Training and Executive Coaching for FCTG's Senior Leadership Team.

General Manager of Flight Centre Travel Group Victoria and Tasmania (2004 - 2006)

Business Leader responsible for sales and profit growth, local product, marketing, customer, and employee experience of a network of 124 stores. 16 direct reports including Area Managers and the state leaders of product, marketing, finance, HR, leasing and technology. Answerable for the performance and wellbeing of 680 employees in Victoria and Tasmania.

Our Team won the most improved division globally (2005) and profitable retail division globally (2006)

Area Manager Flight Centre Travel Group (2004 - 2006)

Operational business leader responsible for the sales and profit growth of a specific geographic area. Accountable for leading and developing 24 Store Managers and driving a high-performance culture within region.

Our area won the most Improved area (2003)



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QUALIFICATIONS AND ACCREDITATIONS

- Innovation & Design Thinking Immersion Program – University of San Francisco (2019)
- Leadership Excellence Program – LEAP (2018)
- E-Disc Accreditation – Talent Tools (2016)
- Level 1 Executive Coaching – Institute of Executive Coaching & Leadership (2016)
- Debono's 6 Thinking Accreditation – Debono Thinking Systems (2015)
- HBDI Certified Practitioner Whole Brain Thinking – Hermann International (2014)
- Cert IV TAE4010 – Management Consultancy International (2013)
- Diploma of Leadership and Management BSB51107 – Planpower (2013)
- Executive Certificate in Positive Psychology coaching – University of Technology Sydney (2010)
- Cert IV in Frontline Management BSB40807 – Power Plan (2009)
- Diploma of Life Coaching – The Coaching Institute (2009)

BOARD POSITIONS AND VOLUNTEERING

Mentor Business in Heels (2020 - Now)

Business in Heels provides business & professional success for women. Business in Heels helps its community of over 160,000 women gain clarity, become focused & achieve success through the key services of mentoring, education, connection and marketing.

Mentor Northern Futures (2021 - Now)

Northern Futures is a community based not-for-profit organisation which has been operating since 2002. Through collaborative activity, Northern Futures has established a well-respected brand through strong leadership and a willingness to know and respond to the needs of the broader community, including industry and business.

Travel Advisory Committee Member for AFTA Education and Training (2018 – 2019)

AFTA Education and Training are the training division of the Australian Federation of Travel Agents. They ensure that the highest quality training programs meet the skill needs of the travel industry.

Committee Member – Womenwise (2015 - 2020)

Womenwise is an FCTG initiative established in 2015 by a group of senior female leaders to inspire all women by showcasing opportunity, providing role models and offering structured support to create gender balance in all leadership teams across FCTG.