



# Mitch Walters

FOUNDER / DIRECTOR

**Mitch's has had an extensive C suite executive career in the Military, Mobil Oil, Coles Myer, Telstra and recently leading an industry start up introducing global brands to the Australasian marketplace before launching Culture Now.**

## Key skills

A strong, high-energy solution-oriented business leader. Takes on large and complex challenges. Track record of delivering outstanding results and adding substantial shareholder value across complex stakeholder groups in matrix environments. Adept at mobilising people towards a common goal and building success-oriented cultures through employee empowerment.

## Specialties

Demonstrated track record in rapid Business turnaround and growth; Business unit Leadership; Strategy design and execution; Sales and Marketing, Logistics and Program Direction (involving IT and process); Inter-company negotiation; Stakeholder, Matrix, and People management... Across a complex set of industries, product categories and business disciplines.

## Key Training:

B EC, B Arts, Grad Dip Bus Admin, MBA

**Leadership:** Army Officer – RMC Duntroon, Brene Brown – Dare to Lead trained

**Group:** Belbin Team dynamics

**Individual:** Unleashed – McKinseys development program,

## Examples of projects delivered:

### CX Overhaul

Established, aligned and engaged a fragmented working community of over 200 people to deliver: 290 segment driven customer experience [CX] requirements; a strategic framework for future product offer design; a "first ever" fully integrated marketing program; and 850K detrimental customer contacts with only 150 complaints [0.01%]

### Scale for Growth

Within eight months turned a forecast \$30M budget deficit into a \$50M budget surplus. Generated YOY revenue growth in excess of 30% with 60% growth in mobile activations. Doubled sales in metro areas. Re-energised a legacy business, dramatically shifting organisation engagement at all levels.

### Complex stakeholder negotiations

Negotiated, established and successfully launched Foxtel from Telstra by aligning News Corp, PBL and Telstra to a common set of outcomes and ensuring ACCC approval. Project delivered 23% market share and revenue in excess of \$150m within 12 months of launch, and cross organization culture alignment in two distinctly different companies.

**Culture Now is a company dedicated to unlocking the performance and mental well being of organisations by transforming company culture.**

## 360 FEEDBACK

Most effective leader I have ever worked for.

Attracts & employs high performing individuals.

Very focused, tenacious. Will pursue difficult challenges/goals/issues to resolution.

Provides a consistent set of principles and values that build integrity, trust, and confidence.

Brilliant at understanding needs, resourcing, bringing people together and delivering.

An expert group facilitator who manages the team dynamic with subtlety and skill.

Able to draw compelling insights from complex business situations.

Calm and rational keeps composure even in very difficult situations.

Great at managing difficult stakeholder situations to achieve outcomes.