

2020 Exchange | Chair Biography

Tim Kirkman

“Leadership requires curiosity and the courage to always be accountable.”



As the Managing Director of The Kirkman Group, Tim's primary focus is identifying, assessing and developing extraordinary leaders. Tim mentors' senior executives and assists with their strategy, their executive presence, their leadership capability, developing key relationships, building a vision and of course translating that into great results. He also guides and assists executives with creating and developing culture, NPS and employee engagement.

His style is direct and pragmatic. In constant demand, Tim only works with a small number of senior executives at a time.

Prior to establishing The Kirkman Group, Tim was a Partner and world-wide Board Member of rogenSi. Tim was part of the team responsible for selling and merging rogenSi into NASDAQ Listed TTEC, a US customer experience company with more than 41,000 employees around the world. Over the past 25 years Tim has transformed the leadership and culture of many leaders and organisations working with companies such as Macquarie Bank, MUFG, ANZ, JP Morgan, Goldman Sachs, Bank of America/Merrill Lynch, CBA, Epworth, Ramsay, Ausnet Services and Epworth. Tim works with leaders across Australia, Asia and Japan. He also brings a depth of experience and insight across several other industries besides banking and healthcare, including professional services, manufacturing, hospitality and insurance.

In addition to working with clients, he spends much of his time observing and researching those leaders that create customer and employee experience driven by great leadership experience.

Tim's expertise lies in the following areas:

- Leadership assessment – capability, competence and mindset
- Leadership strategy
- Building high performing leadership teams
- Leading change
- Executive presence
- Translating leadership strategy to deliver results
- Adaptive leadership
- Leadership coaching
- Leadership mentoring



Why 2020 Exchange

Tim brings a depth of experience and insight across several industries. His empathetic yet direct style enables him to assist quickly and deliver outcomes in behaviour, approach or business results. He sees his role as a facilitator to guide others and help them to clearly see the situation and make the right choices through challenging and supporting the individual and the process.

Qualifications | Professional Development and Training

Bachelor Arts Industrial Psychology (Honours)
Accredited Practitioner – SHL OPQ
Accredited Practitioner – Extraordinary Leader (Zenger Folkman)
Accredited Practitioner – Facet Five

Positions Held

2018 – present Managing Director, The Kirkman Group
2017 – 2019 APAC Leader TTEC
1998 – 2017 Worldwide Board Member rogenSi