

# Glen McKernan

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## CAREER PROFILE

Glen is a versatile business professional with over 20 years management and business improvement experience in property and finance.

Expertise in working closely with a diverse range of people, communities, customers, stakeholders and developing mutually beneficial relationships.

Identifies growth potential and offers an honest and authentic approach with people whilst showing a high degree of empathy and positivity.

## EDUCATION AND CERTIFICATIONS

### Leading Change with Impact

Australian Graduate School of Management UNSW course

### Change Management Certified Practitioner

Prosci International Certification

### Lean Six Sigma

UTS Business School, Yellow Belt Rapid Improvement (KAIZEN) Certification

### Accredited Life Styles Inventory (LSI) Practitioner

Human Synergistics International

### Certificate IV Training and Assessment

CBD College

### Certificate in Executive Coaching

Institute of Coaching & Consulting Psychology

### Powerful Presenting Skills

John Carlton

### Master of Commerce (Property Development)

Western Sydney University

### Bachelor of Business (Land Economics)

Western Sydney University

## CAREER SUMMARY

### GM Growth Consulting [2016-present]

Managing Director

### Western Sydney University [2016-present]

School of Business - Casual Lecturer

### Charter Hall Group [2007-2016]

Head of Property Management

### DEXUS & Deutsche Asset Management [2000-2007]

Asset Manager

### Greater Union Cinemas [1997-2000]

National Property Manager

## PROFESSIONAL EXPERIENCE

### Change management

- Experience in leading people and teams during material change.
- Lead role in project team to successfully integrate an \$8 billion business acquisition which involved the on boarding of people and assets over a short time period whilst maintaining people engagement and business as usual activities.
- Successfully led project teams to implement new general ledger systems including key change management responsibilities; stakeholder management and communications, project messaging to users and skills training pre and post go live.

### Process improvement

- Project lead to assist global property company improve capital works expenditure process that touched every level of the organisation and contracted over \$100 million in works each year.
- Worked with the project team to map/identify the 'waste' areas in existing process and implement changes that resulted in increased employee engagement, reduced business risk and consistency in approach.

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## Trainer and facilitator

- Experienced in preparing workshops, presentations and conferences with clearly defined learning and development outcomes and themes.
- Learning outcomes include technical skills, soft skills, proactive personal development, leadership awareness and team engagement around a common purpose or goal.
- Completed workshops in the GROW coaching technique, customer experience expectations, communication skills and accountability.

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## New ways of working

- Championing new ways of working for people.
- Business unit lead in head office relocation for over 200 people to new activity based office fitout environment. Holding workshops with teams across all states cultivating energy and early adopters to embrace the change and understand the benefits and links to company values.

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## Customer and stakeholder engagement

- Lead role in annual independent customer satisfaction survey projects and facilitating workshops with internal teams to evaluate key themes and customer requirements in collaboration with internal and external stakeholders to development action plans aimed at increasing and sustaining customer satisfaction.

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## People development

- Experienced in developing annual objective plans with people based on their individual development goals utilising the 70:20:10 framework combining 'on the job' critical experiences, off the job learning and mentoring.
- Conducts regular quality coaching conversations to assist people to develop their own solutions to achieve their goals aligned with business objectives and is consciously aware of the important role a leader has in the positive influencing of others.
- Completed extensive leadership development program including independent (LSI) 360 degree surveys and leadership challenge together with mentoring others.

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## People engagement surveys

- Completed independent people and team engagement surveys and experienced in interpreting and work-shopping results transparently with teams to create action plans that focus on both areas for improvement and positive areas to sustain.
- Achieved highest team engagement scores in company for two years running at well above company average.

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## People leadership

- Experienced in energising people and leading teams during periods of fast-paced change with ability to clearly articulate the business strategy and its links to team and individual objectives, motivation and purpose.
- Focused on succession planning and growing leaders from within an existing team.
- Developed and grew a national team of 27 property professionals responsible for managing circa \$10b in diverse assets with over 400 customer stakeholders.

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## Business and strategy development

- Experienced in preparing corporate business plans, investment submissions, Board recommendations including the creation of new business platforms.
- Identified opportunity to internalise management services from external suppliers creating and expanding a new business platform and achieved significant growth in net annual earnings over a 5-year period and increasing margin on revenue.

## MEMBERSHIPS AND LICENCES

- Member of the Change Management Institute
- Member of the Royal Institute of Chartered Surveyors
- Member PIF Beneficiaries Learning & Development Committee for young people in need
- Licensed Real Estate Agent NSW.

## REFERENCES

### **Lana Ledgerwood**

Talent, Diversity & Change Manager  
Charter Hall

### **Dr Za Manaf**

Senior Lecturer, Academic Course Co-ordinator  
Western Sydney University

### **Megan Kelly**

Learning & Development Program Manager  
Property Council of Australia

### **Luke Briscoe**

Managing Director  
AMP Capital – Office & Industrial

### **David Harrison**

CEO  
Charter Hall