



Karen Laursen

Karen has more than 30 years experience in the Finance Sector, most recently being National Broker Support Manager for Mortgage Express and previously, Academy Manager (A.M.P) for new to Industry Brokers in Loan Market QLD & VIC, amongst other assorted leadership roles with two of the four majors in the Australian marketplace.

Industry Experience Profile

- **MORTGAGE EXPRESS**, building support and training materials for the Executive Team in order to offer quality solutions to the existing broker network together with building new resources for training and mentoring of New to Industry Brokers then responsibility for delivering that material with ongoing mentoring for the required 2 year period. Role requires Leadership, Training, Performance Coaching and Mentoring.

- **LOAN MARKET**, running New to Industry program both in Queensland and Victoria, training after Cert 4 completion with ongoing mentoring for two year period. Role entailed Leadership, Training, Performance Coaching and Mentoring.

- **WESTPAC & NATIONAL AUSTRALIA BANK**, multiple roles over the period including, externally accredited Business Coach, Senior Leadership roles with responsibilities including sales, expenses, profit, recruitment, development of people and growth, together with compliance, retention and morale.

Karen is passionate about driving change and effectively supporting dynamic environments that are focused on exceptional customer service, coaching and mentoring to World's Best Practise. Implementation of change and new projects that improve internal and external customer service are a speciality. She is an experienced facilitator, recognised as an experienced business coach and mentor as well as a developer of quality customer relationship training material.

Karen's knowledge base in the Financial Services industry is extremely broad. Her communication style engages direct reports, peers, clients and senior executives to embrace and support the changes required grow and improve. Her leadership style enables the people she works with to achieve exceptional results whilst encouraging initiative and personal empowerment.