

# Curriculum Vitae – Cathlyn Bishop (Cathy)



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**Currently: Founder, Director of Big Leap Coaching & Consulting Pty Ltd since Dec 2020**

**Entrepreneur, Author, Leader & accomplished HR Professional with Global experience**

## **PRIOR TO OWN BUSINESS**

**Career highlights  
(KFC Africa, Yum!  
Restaurants  
International:  
15 Years)**

- 5 years as Franchise Director KFC Africa and SA (2015-2020)
- Crisis lead 2017-2019, Chair: Ops/People Council 2018-2020
- Several internal awards (2012-2019), including from Global Chief Transformation and People Officer: Yum Restaurants International
- Promoted to Field HR Director – India (2-year expat assignment)
- Promoted to SNR HRD Manager for Franchise and Equity 2012
- Promoted to Head of Restaurant Excellence – 2009
- Deputised as Market Manager – Operations - 2009
- Company newsletter: Chief Editor - 2007 -2012
- CPO – HR award – 2009, COO “Can do” Recognition Award - 2009
- MD’s Recognition award – 2008, Development Director award – 2007
- International COO recognition Award – HR People planning - 2006
- Employee of Year for YRI (KFC) Africa – 2006

## **Competencies and attributes**

- Accredited Heartstyles Facilitator, Trainer and certifier of Trainers and Accredited Associates: Heartstyles (Coaching & Leading with Heart)
- Virtual & In-person program design, delivery, coaching & mentorship
- Academy management, Webinars, Newsletters, Associate accreditation, certifications, Behavioural Tools
- Virtual Inclusive Leadership programme (including certifier of guides)
- Extensive Human Resource Management experience
- Operations experience and own business
- Organisational development, change management, communication/interpersonal skills
- HR and Business strategy and Project management
- Team leadership and people development
- Employee coaching/mentorship and capability building
- Strong people skills and employee engagement
- Problem solving ability, highly responsible, action and results driven
- Finance: compiling and managing budgets
- Customer interface and complaint resolution
- Strong business writing skills, report writing, training material, programme design and policy development
- Presentation and facilitation skills
- Administration, planning, systems, processes, detail oriented
- Strong work ethic, confidentiality, and integrity
- Self-motivated, independent, initiator
- National Qualifications: Various L&D related competencies
- Author: writing book at present

## DETAILED CAREER HISTORY

<b>LAST EMPLOYER</b>	<b>YRI Africa (KFC)</b>	<b>June 2005- Nov 2020</b>
<b>Nature of Business</b>	<b>Global Quick Service Restaurant Industry Franchise Director KFC Africa (December 2015 to November 2020)</b> <p>Responsible for Franchise operations, ensuring outlets are managed to Global Brand standards by providing a structured support to franchise partners, building capability and self-sufficiency, maintain brand integrity, risk mitigation and asset base growth. Manage the relationship between KFC Franchisor and franchise partners, ensuring optimal levels of engagement and accountability.</p> <p>Directly lead and develop team of Franchise Business Consultants and through them develop strategic relationships with a portfolio of franchisees, with the key aim of growing and strengthening the franchise business operations.</p> <ul style="list-style-type: none"><li>• Franchise relations head (40 Franchisees across SA) with experience in Sub Saharan Africa</li><li>• Operations and business support</li><li>• Team leadership and culture building</li><li>• Brand protection and compliance</li><li>• Capability building, systems, tools and processes to drive growth</li><li>• Business partnering</li><li>• Superior Customer Experience</li><li>• Business Intelligence analysis and related action</li><li>• Strategy development and execution</li><li>• People development, coaching, mentoring.</li><li>• Project leadership</li><li>• Facilitation of programmes and initiatives</li><li>• Advisor to franchise businesses</li><li>• Member of Extended Leadership Team for KFC Africa</li></ul>	
<b>Position held</b>	<b>HR Director: Yum Restaurants International: India (2013-2015), scope incl. KFC, Pizza Hut &amp; Taco Bell</b>	
<b>Scope of role</b>	<p>Led field HR for Yum Brands (KFC, Taco Bell, Pizza Hut) across PAN India with team of Regional and local HR Managers (including Industrial relations)</p> <ul style="list-style-type: none"><li>• Full spectrum of field Human Resource leadership for Company owned outlets</li><li>• Head of strategic projects (focal area in 2015)</li><li>• Development and execution of strategy</li><li>• People Development, culture and performance management</li><li>• HR Business partnering</li><li>• Employee relations, Health &amp; Safety and legal compliance</li><li>• Diversity and Inclusion</li><li>• HR Policies and Procedures</li></ul>	

<b>Position held</b>	<b>SNR HRD Manager: Franchise &amp; Equity business SA (2012-2013)</b>
<b>Scope of role</b>	<p>Human Resources consulting to Franchisees and all aspects of HR L&amp;D for Company owned outlets, including statutory Skills Development Facilitator</p> <ul style="list-style-type: none"> <li>• Led Training and Development team as well as HR Business Partners</li> <li>• Change Management and transformation</li> <li>• Course Material development and facilitation</li> <li>• All aspects of Training and People Development</li> <li>• Course material development</li> <li>• Training Course facilitation including onboarding</li> <li>• Learning technologies</li> <li>• Global training rollouts and implementation.</li> <li>• Skills development assessments, plans and execution</li> <li>• Consult on HR to 40 KFC franchisees across SA</li> </ul>
<b>Previous Position held</b>	<b>Head of Restaurant Excellence (2009 – 2011)</b>
	Enabling franchisee restaurant excellence and compliance through Project leadership, system, tools and process development, communication and successful implementation
<b>Key responsibilities</b>	<ul style="list-style-type: none"> <li>• Lead operations services within YRI Africa – over 650 sites</li> <li>• 15 subordinates (6 direct, 9 indirect reports)</li> <li>• Brand protection through standards auditing</li> <li>• Manage Service providers for mystery shopper programme and customer careline/complaints resolution</li> <li>• Fully responsible for Department budget</li> <li>• Engineer and implement restaurant tools and processes, workflow, equipment design, layout and new product and concept development</li> <li>• Compilation, analysis and reporting on operations metrics</li> <li>• Drive new business layers (Project lead – home delivery)</li> <li>• Build teams and grow talent for succession</li> <li>• Consult to franchisees</li> <li>• Operations/People Council representation</li> </ul>
<b>Previous Position held</b>	<b>HRD Manager (2005-2009)</b>
<b>Key responsibilities</b>	<ul style="list-style-type: none"> <li>• Lead team of People Capability Managers</li> <li>• Consult on HR to 40 KFC franchisees across SA</li> <li>• Head up Training and Development team</li> <li>• All aspects of Training and People Development</li> <li>• Course material development</li> <li>• Training Course facilitation including onboarding</li> <li>• Learning technologies</li> <li>• Global training rollouts and implementation</li> </ul>

<b>Employer</b>	<b>Fedics/ Tsebo Outsourcing Group</b>	<b>1990-2005</b>
<b>Nature of Business</b>	Catering and outsourced facilities management	
<b>Position held</b>	<b>National Human Resources/OCM Manager (2004-2005)</b>	
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Managing HR Nationally (acted in absence of HR Director)</li> <li>• HR strategy</li> <li>• National responsibility for training and development institute</li> <li>• Recruitment, selection, succession planning</li> <li>• Facilitated Investment in Excellence Programme (TPI accredited)</li> <li>• Labour relations, restructuring and redundancies</li> <li>• Training, facilitation and presentations</li> <li>• Project management</li> <li>• Organisational change management</li> <li>• HR Policies and procedures</li> <li>• Internal communications portfolio and strategy</li> <li>• Board reporting, presentations and participative attendance</li> <li>• Group shareholder and Fedics Board secretary, corporate governance</li> </ul> <p>Achieved several recognition awards and competency certification</p>	
<b>Position held</b>	<b>Group Communications Manager (2001-2004)</b>	
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Heading up communications portfolio for the Group</li> <li>• Internal communication strategy development &amp; implementation</li> <li>• Communication competencies, standards &amp; course development</li> <li>• Quantitative, qualitative research – culture intervention</li> <li>• Group publications and correspondence</li> <li>• Grievances, ethics, exit interview analysis</li> <li>• Employee engagement roadshows and communication audits</li> <li>• Project management</li> <li>• Facilitation: Investment in Excellence programme (accredited TPI)</li> <li>• HR consultant to Group HR Director</li> </ul>	
<b>Position held</b>	<b>HR Manager – Cape (1996-2001)</b>	
<b>Key responsibilities</b>	<p>Lead HR team</p> <p>Training and Development and National Qualifications</p> <p>Recruitment and Selection</p> <p>Personality Profiling (accredited: Thomas International)</p> <p>Succession and people planning</p> <p>Legal compliance, labour relations, Health and Safety</p> <p>Employee benefits, HR administration, contracts</p> <p>Performance management and remuneration</p> <p>Development of new programmes and facilitation of courses</p> <p>HR audits and risk management</p> <p>Policies and procedures</p> <p>Counselling, grievances and Corporate Social Investment</p> <p>Statistical data and reporting</p> <p>Project Management</p> <p>Autonomy over Cape HR and training budget</p>	
<b>Position held</b>	<b>Personnel Officer – Cape (1991-1996)</b>	
<b>Key responsibilities</b>	<p>Full spectrum of HR administration, benefits and record keeping</p> <p>New employee induction</p> <p>Training Development &amp; Course Design &amp; delivery</p> <p>HR legal compliance and audits</p> <p>Profile Employee Database management and reporting</p>	

## EDUCATION

<b>Qualification</b>	Matric with exemption	<b>Qualification</b>	BA Communication
<b>Year obtained</b>	1988	<b>Year obtained</b>	1994
<b>Institution</b>	Pro arte High	<b>Institution</b>	UNISA

**Several course and competency certificates and accreditation awards on an annual basis.**  
(Available on request)

### HR Tool Proficiency:

- Heartstyles Indicator – Behavioural tool
- The Blueprint
- Heartstyles Accredited: TTT and Certify Trainers
- Play of Life Psychodrama application for Coaching
- Personality Profile Analysis/DISC
- "GROW" and Inside Out accredited Practitioner
- Learning Zone (LMS)
- Circumplex (TPI)
- CBT (Cognitive Behavioural Therapy) Practitioner
- LSi and GSI (Human Synergistics)
- MC4C Change Framework
- Various HR/Employee, Admin/reporting and analytics tools

### Computer/Mobile proficiency:

- Microsoft Office (Excel, PowerPoint, Word, Outlook), Web and Google applications (including Transcribing), ChatGPT, Profile HR Database, BI tools, Learning Management Systems, Acuity, SharePoint, Dropbox, WeTransfer, Vimeo, Slack, EmailOpen, Trello, Hubspot, Teams, Zoom, Spotify

### Global exposure

Travelled to 33 Countries with **Business trips to:**

- USA, UK, Europe, Russia, Canada, UAE, India, Singapore, Indonesia, China, Hong Kong, Mauritius, Ghana, Kenya, Botswana, Namibia, Mozambique, Lesotho, Swaziland.
- Expat 2 yrs, 3m in India (Gurgaon, Delhi)

**2021-2024: Virtual Leadership development facilitation and coaching** to around 400 leaders across:

- South Africa, Africa, UAE, Morocco, Egypt, Pakistan, Saudi Arabia, Turkey, Kuwait, Qatar, India and Sri Lanka, USA, UK, Europe, Canada, Singapore, Vietnam, Australia.

**References** – please refer to LinkedIn. Further references available on request.