



**Steven Hemsley**  
**Executive Director**  
**JP Morgan Chase**

Steven Hemsley is Head of Talent for Central Eastern Europe Middle East & Africa (CEEMEA).

In his role, Steven is responsible for developing, facilitating and program managing learning opportunities at all levels of the organization, across multiple business lines. He's responsible for the firm's client training agenda and provides consultation to clients on their own learning programs. In addition, Steven is an experienced coach and provides support in this capacity to executives firm-wide.

Steven has more than thirty years experience in a variety of financial services roles. Steven joined Chase Manhattan Bank N.A. in 1988, supporting tax operations. Since then, he has worked across a range of business lines including Securities Services, Trustee Services, Fund Accounting and Project Management. Steven was based in Abu Dhabi for seven years from 2012, leading J.P. Morgan's Securities Services Client Management business, before moving into his current role. He repatriated to the UK in April 2019.

Steven lives in Dorset, England with his wife Mary and daughters Alina and Lily-Grace.

## **Session takeaway points**

- Understanding Change and why the change is taking place
- Reactions to Change
- Stakeholder Analysis: impact of change on our stakeholders
- Leadership Styles and uses during the Change process
- Selected Elements from John Kotter's "8 Steps for Leading Change"