
Harriet Thornhill. MBA, ICD.D
Leadership Coach, Advisor, Founder, Corporate Director
Retired Banking Executive



BIOGRAPHY

Harriet is a values-based business leader with extensive leadership and business experience with RBC at the international and domestic level. With roots in Barbados, she joined RBC in Montreal and held progressive leadership roles in retail banking and Head Office. Harriet has worked at the intersection of workforce strategy, talent development, digital transformation, and leveraging data analytics and technology solutions that help to advance high-performing teams across complex and geographically disbursed markets.

Her experience spans across Marketing Communications, Talent Acquisition, Client & Employee Experience Strategy, Leadership Development and Sales Leadership. During a career of over 40 years she led multiple teams through transformational change while achieving differentiated employee engagement, client loyalty, and business results.

A passionate community champion and a sought after mentor/coach, she continues to be a driving force behind initiatives that prioritize the advancement of women and underrepresented groups into leadership roles.

Harriet is the recipient of awards in recognition of her impact, influence and contributions including:

- **Top 100 Most Influential Black Canadians** – Afroglobal Television: 2023
- **Power of Inclusion Award** – CNP: 2021
- **Martin Luther King Award, Community Impact** – EFCCC: 2020
- **Top 100 Accomplished Black Canadian Women** – 100ABCWomen: 2020
- **Youth Advancement Award** - BBPA Harry Jerome: 2017
- **Global Citizen Award** – RBC: 2017

Harriet retired from RBC in 2022 as Vice President, RBC Global Contact Centre, leading teams of over 4000 employees in a multi-business, multi-geographical, digital distribution channel, helping to drive digital transformation and achieving top-tier results. Prior to her last role, she was based in the Caribbean as Head of Retail Banking with responsibilities across 19 countries. She was a member of the Operating Committee responsible for setting the strategic direction for RBC Caribbean.

In April 2023, she was installed as the 9th Chancellor of Tyndale University, which further demonstrates her commitment to youth, education and faith. She's actively engaged in formal mentorship programs and Founder of HT Leadership by Design.

Harriet holds an MBA from Athabasca University, and is a 2022 graduate of the ICD.D, Rotman School of Management, Directors Education Program.