

Paul Coates

HEAD OF INTERNATIONAL CONSULTANT
AND DELIVERY EXCELLENCE

FRANKLINCOVEY INTERNATIONAL



HIGHLIGHTS



As Head of International Consulting and Delivery Excellence at FranklinCovey, Paul leads the development and implementation of our international delivery standards. He provides strategic direction for our consultant community, sharing best practices, designing development programmes, and offering direct support to enhance consultant capability worldwide.

Paul's role reflects his passion for developing the facilitation and coaching skills of others. Prior to his current position, he served as Master Facilitator for a global FTSE 30 organisation, where he worked globally with business leaders, HR, and Learning & Development teams to build their facilitation capability—positively impacting thousands of leaders and individuals across regions.

Paul is a highly experienced consultant, facilitator, and executive coach, with deep expertise in supporting intact executive and leadership teams. His recent client engagements include working with the executive and leadership teams of two of the world's largest financial services firms, helping them build change-resilient teams rooted in cultures of trust. He was also one of the lead architects of Change: How to Turn Uncertainty into Opportunity—FranklinCovey's content on leading through change—and partners with senior teams to successfully drive major change initiatives. Most recently, Paul supported two executive teams within one of the world's largest FMCG organisations on an 18-month organisational transformation.

Before taking on his current international remit, Paul was Head of Consultancy for FranklinCovey's European Direct Businesses. His earlier career spans senior roles including Head of Talent Development and Head of Learning and Development & Talent for a FTSE 30 organisation, as well as running his own business. His experience across retail, legal, and hospitality sectors gives him broad commercial insight.

Having worked as a FranklinCovey client for over a decade across two organisations, Paul brings a rare client-first perspective. He understands what it takes to deliver measurable business impact through strategic learning and development and provides practical advice on implementation and sustaining results.

A qualified executive coach, Paul has worked with individuals and groups at all organisational levels—from graduates to CEOs—often supporting clients through significant change, personal transition, and business challenges, including stepping into senior leadership roles.

Paul lives in Towcester, UK, with his wife Sara.