

# Ria Cortes

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PERSOL



Since joining PERSOL, my role has been to lead the NSW team and rebuild both the business and team engagement. Driving change within a global organisation can be challenging, particularly within a large and complex environment with differing priorities and personalities.

One of the biggest lessons I've learned is the value of clear communication, empathy and persistence when working with diverse teams. Bringing people together around shared goals, establishing consistent ways of working and setting clear expectations has strengthened both operational efficiency and engagement.

I'm proud of the progress we've made in building a stronger, more connected team culture. Through thoughtful changes to how we operate and engage, we've created an environment where people can deliver results while supporting one another. Overcoming initial resistance and seeing the team embrace new ways of working has been incredibly rewarding and reinforced my belief in collaborative leadership.

This experience has shown me that meaningful change takes time, patience and consistency, and that investing in people ultimately drives stronger business outcomes.

One action I'm giving in 2026 to help others gain is mentoring team members to develop their skills, confidence and leadership potential, enabling them to grow in their roles and achieve their career goals with PERSOL.