HUBERT JOLY

Major Career Roles

Chair/CEO, Best Buy Co.
Board member, Johnson & Johnson
Board member, Ralph Lauren Corp
Senior Lecturer, Harvard Business School
International Advisory Board member, HEC Paris

Other Career Highlights

President/CEO, Carlson Inc.
President/CEO, Carlson Wagonlit Travel
Senior Executive, Vivendi Universal
Partner, McKinsey & Co.

Hubert Joly is currently Lead Independent Director at Johnson & Johnson, Independent Director at S&P Global, and is a member of the International Advisory Board of HEC Paris, as well as a Trustee of the New York Public Library. Previously, he was Independent Director at Ralph Lauren Corporation. (2021-2025).

He is also a Senior Lecturer in the General Management Unit at Harvard Business School (since 2020), where he co leads executive education on purposeful leadership, strategy rejuvenation, and organisational transformation.

Hubert is best known for leading the major turnaround of Best Buy, where he served as President & CEO (2012-2015), Chair, President & CEO (2015-2019), and Executive Chair (2019-2020).

He launched the “Renew Blue” strategy, redesigned store and digital platforms, re energised frontline staff, and restored profitability, tripling the company’s stock price and restoring investor confidence.

Before Best Buy, he led Carlson Wagonlit Travel as CEO (2004-2008) and Carlson Companies (2009-2012), growing global hospitality and services revenues.
Earlier, he held senior roles at Vivendi Universal and Electronic Data Systems (EDS France), and was a partner at McKinsey & Company (1983-1996).

Since joining Harvard Business School, he has authored The Heart of Business – Leadership Principles for the Next Era of Capitalism, a Wall Street Journal bestseller that explores the role of purpose, humanity, and stakeholder alignment in modern leadership.

He brings deep cross-sector expertise in:

• Retail & digital transformation – orchestrating turnaround strategies via customer experience, frontline empowerment, and omnichannel integration.

• Leadership & organisational culture – building human centred leadership models that mobilise teams around purpose and performance.

• Board governance & global strategy – advising multinational boards on purpose driven growth, governance structures, and institutional innovation.

• Executive education & thought leadership – teaching and writing on "putting purpose to work" and re-founding companies in the stakeholder age.

Educated at HEC Paris and Sciences Po, Hubert transformed from McKinsey consultant to global CEO before becoming a respected educator and board practitioner. He is widely recognised by Harvard Business Review, Barron's, Glassdoor, and Thinkers50 for his leadership, ethics, and ability to "unleash human magic" in organisations facing strategic inflexion.