



---

## **On Line Learning – Lauren Burnett**

I have been designing curriculum and delivering continuing education learning sessions for a broad range of industries with focus in health care.

My programming provides skills and strategies for leaders and staff to build their capacity to communicate with their staff, articulate their leadership, coach for performance, encourage people potential and engage the discretionary effort and energy of the people they serve as well as create and manage exceptional service.

Below is a list of healthcare organizations I have conducted programs for audiences ranging from CEOs, Administrators, Directors and CFOs to nurses, social workers, activity directors and other staff personnel.

### **Client Healthcare Organizations**

Menorah Park Continuing Education for Healthcare Administrators 5+ years  
Stark County Long Term Care Administrators  
Pleasant Lake Villa  
Summit Villa Care Center  
Drug & Alcoholism Services.  
Ohio Hospital Association  
Ohio Nurses Organization  
Ohio Hospice Association  
Ohio Area Offices on Aging  
Ohio Association for Social Workers  
National Association of Healthcare Financial Management  
Air force: The Worldwide Conference on Infectious Disease Control/New Orleans  
Summa Health Care System  
Lakewood Hospital  
University Hospital  
Cleveland Clinic  
St. Luke's Hospital  
St. Vincent Charity  
Parma Community Hospital  
Wyandot Community Hospital  
Tri Care Division of Army, CA  
Akron General Hospital  
Golden Valley Memorial Hospital/Kansas City  
Fairview Hospital  
NCS Healthcare  
National Science Foundation, Washington D.C.  
Progressive Insurance  
Cleveland Health Museum

### **Serving as educational provider**

Founding Member and Officer of the Association for Holistic Health  
Adjunct Instructor at Southwest General Complementary Care Division  
Instructor at Center for Leading and Learning at the Cleveland Clinic  
Instructor at Ohio State University, Cleveland State University, UTC Tri-C  
Conducted leadership institutes in Tennessee, Maine and Kentucky

## **LAUREN BURNETT**

13258 Spruce Run Drive, Suite 312  
Cleveland, Ohio 44133 U.S.A.  
(440) 877-9390

### **PROFESSIONAL SUMMARY**

Outstanding communicator who possesses demonstrable skills in speaking, training, coaching, curriculum and product development, management, sales, marketing and writing.

Creative, self-starter who values commitment, unique potential, interdependence, openness to new ideas, wisdom, personal growth and a high-spirited team work environment

### **TRAINING/DEVELOPMENT/COACHING**

- Designed/developed/delivered curriculum, supporting materials, learning aids and power point presentations on people development and people management training, seminars for twenty years. Program areas included: Leadership, Emotional Intelligence, Personal Power and Influence, Communication, Interpersonal Relationships, Speaking Skills, Business Storytelling, The Language of Body, Conflict Management, Change Management, Workplace Attitudes, Customer Service, Team Building, Creativity and Resiliency.
- Delivered professional development learning sessions in small group format to larger audiences of over a thousand participants.
- Consulted with organizations to diagnosed learning and development gaps and created successful training solutions to meet client's talent performance needs
- Conducted seminars, facilitated groups and served as a trainer for all staff levels in a variety of national public and private organizations including USDA, Cleveland Clinic, University Hospitals, Cuyahoga County, Cleveland Municipal Court, Department of Defense, Defense Logistics Agency, North Eastern Ohio Regional Library System, United States Coast Guard, White Sands Missile Range, National Association of Healthcare Executives, Library Leadership Institutes Kentucky and Tennessee and Financial Managers among other national association organizations.
- Served as a training consultant with a variety of established organizations to provide professional development training to their client customers.
- Taught continuing education courses as adjunct faculty member at Ohio State University, Cleveland State, Akron University and Tri-C Community College
- Coached business professionals to achieve business and personal goals as certified Executive Coach
- Certified as a Pre-Cognitive Re-Educator, helping other break through performance limitations through intensive training and conducting over 50 hours of coaching sessions

### **MANAGEMENT/MARKETING**

- Managed branch of telecommunications company. Duties included hiring, firing and leading personnel, conducting training sessions, planning events and educational forums, coaching salespeople, handling internal and external customer service issues.  
Established business presence, assisted in writing policies and procedures and training manuals and hired sales  
Coached sales team to over-quota performance

## MANAGEMENT/MARKETING

- Marketed small business and retail stores by creating business identity through writing collateral material, website and business articles in trade publications and newspapers, prospecting clients by cold calls and referrals, establishing media relationships and speaking on television and radio on human potential development
- Sold advertising and marketing services and wrote collateral material to market local businesses
- Managed and marketed trade school to local businesses

## WORK HISTORY

Trainer/Coach/Curriculum Developer	Center for Inner Quality	1994-Present
Business Consultant and Life Coach	Inside-Out	1992-1994
Marketing/Creative Consultant	Imagine Advertising	
	Marketing	1990-1992
Branch Manager/Trainer/Coach	LCI International	
Consultant/Curriculum Developer and Training Coordinator	Goald, Inc.	
Additional Career Experience		
Spokesperson, Media Talent	David-Lee, Inc.	
Writing Consultant/Freelance Writer	Write Creations	
	American Greetings	

## EDUCATION

Bachelor of Science	Miami University.
Selling Skills	Education/English
Building Consultative Sales Relationships	Xerox
Understanding Interpersonal Style	Wilson Learning
Certified for Success Through Action and Responsibility	The Canfield Group
GOALS	

Additional Course work in management/psychology

## CERTIFICATIONS

Certified to facilitate the EQ Map Professional Education/ Behavioral Change Model

Certified Business Executive Coach, Worldwide Association of Business Coaches