

Lisa Boesen, MAOM, CPC, PHR

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CONSULTANT, FACILITATOR, COACH

Dynamic human resources and healthcare professional with a diverse background and variety of expertise including talent management, process improvement, organizational development, physician relations and operations management. Strong experience in talent acquisition, employee and leadership development, employee engagement, career and succession planning. Highly effective leader with proven abilities to establish relationships of trust and confidence throughout all organizational levels. Superior abilities creating partnerships and strategic alliances between diverse business operational divisions in support of organizational change management initiatives. Proven success facilitating and directing multi-disciplinary project teams.

SKILLS/COMPETENCIES

- Career, Leadership and Life Coaching
- Curriculum Design
- Platform Skills
- Project Management
- Group Dynamics and Facilitation Skills
- MBTI® assessment and interpretation
- Organizational Effectiveness
- Talent Development and Training
- Change Management
- Team Assessment, Diagnosis, Intervention
- Performance Improvement
- Employee Engagement and Retention
- Performance Management
- Career Mapping/Succession Planning

PROFESSIONAL EXPERIENCE

MLC Associates LLC, DBA Lisa Boesen

April 2010 – present

Owner, Sole Proprietor

Create and facilitate workshop content targeting personal and professional development, as well specific aspects of the employee and patient experience. Featured in Advance Magazine, Medical Office Today, Mainstreet, Careerbuilders, The Ladders, and ICU Medicine.

- Provide personalized career and life event coaching services including career exploration, job search techniques, and interview coaching.
- Life management coaching including retirement preparation, home management, stress management and wellness using the Five Circles of Health approach.
- Author/designer of customized content targeting business skills, knowledge and competencies including critical thinking, resiliency, customer service, employee engagement, communication and employee coaching
- Offer over 12 personal and professional development courses via www.learnitlive.com/lisaboesen including critical thinking, resiliency, customer service, employee engagement, communication and employee coaching.
- Create and deliver workshops and breakout sessions to healthcare and professional organizations.
- Author of website blog www.creatingcompassionateconnections.com/blog and quarterly newsletter.
- Authored - *Managing the End...to Bridge the Beginning, 90 tips and tools for caregivers.*
- Creator of www.TheDomesticAdministrator.com – a home management website and personal coaching site providing tips, tools and resources for lifestyle management.

Talent Innovations Group Inc

April 2009 – April 2010

Principal

Talent management and development consultant, facilitator and speaker providing individual, management and team coaching and facilitation of corporate training and development programs.

St. Luke's Episcopal Health System

2004 - 2009

Sr. Organizational Development Specialist

Jul 2007- Feb 2009

St. Luke's Episcopal Health System

Created, developed and implemented leadership training programs for St. Luke's Episcopal Health System leadership team comprised of 450 leaders throughout the system. Coordinated and facilitated all leadership training including evaluation data collection, assessment and redesign based on assessments. Provided coaching to new and emerging leaders and provided HR guidance as indicated.

Sr. Recruitment Specialist

Sept 2006 – Jul 2007

St. Luke's Episcopal Hospital

Sourced, interviewed and hired applicants in nursing support and allied health positions. Coordinated HR elements including HR file audit and compliance for The Joint Commission survey, management training and coordinating The Joint Commission compliance of all Texas Children's Hospital contractors providing services to SLEH Women's Services patients.

Manager, Training and Team Development

Nov 2004 – Aug 2006

Kelsey-Seybold Clinic, owned by SLEHS, Houston, TX

Managed all Human Resources delivered training programs including: 1 annual and ongoing needs assessment and analysis; content development and delivery of all scheduled and open-enrollment courses; program evaluation and long-term content application. Managed TEAM rewards and recognition programs including marketing, product review, data analysis, reports, and budget management, annual employee recognition activities and programs. Insured organizational compliance with AAAHC standards. Participated and coordinated all activities for the Medical Staff Development Committee including on-boarding, executive leadership evaluation, 180 feedback and customer service training.

University of Texas M.D. Anderson Cancer Center

HR Coordinator, Division of Performance Improvement, Houston TX

July 2004 – November 2004

MDACC TCAB Project Manager for Robert Wood Johnson Foundation/IHI *Transforming Care at the Bedside (TCAB)* nursing collaborative. Initial project lead for 12-hospital collaborative to create, test, and implement rapid-cycle changes to improve care on medical/surgical units and staff satisfaction. Implemented rapid cycle improvement change model to initiate and "spread" cycles of change and improvement related to safety, patient - centeredness, quality, efficiency, timeliness, reliability, teamwork, vitality and value-added processes.

HR Specialist, Division of Performance Improvement, Houston TX

July 2002 – July 2004

Project Manager for the Institute for Healthcare Improvement (IHI) IMPACT Employer of Choice workforce development initiatives. Designed and implemented integrated programs including career mobility, progression planning, developing a future workforce through talent pipeline management and retention. Compiled and reported Human Resource metrics to track results of workforce initiatives.

HR Staffing Supervisor, Division of Human Resources, Houston TX

2000 – 2002

Supervised seven staffing assistants, representatives and support staff for job change program and support position recruitment. Provided career coaching services to employees seeking job changes and/or assistance job engagement.

Staffing Representative, Division of Human Resources, Houston TX

1999 – 2000

Senior Employment Specialist, St. Luke's Episcopal Hospital, Houston, TX

1999

Pulmonary Rehabilitation, Clinical Specialist, University Hospital, Augusta, GA

1995 – 1999

Designed, implemented, and coordinated Phase I, II and III cardiopulmonary rehabilitation. Managed outcomes for cardiac and pulmonary rehabilitation including physiologic and QOL improvements for measurable and statistical significance. Created and implemented workshops for regional hospitals for program setup including patient recruitment, policies/procedures, marketing, and quality management. Provided individualized and group coaching sessions to improve exercise performance, reduce hospitalizations and enhance work/life balance.

Pulmonary Rehabilitation Coordinator, Columbia Augusta Medical Center, Augusta, GA

1990-1994

Designed, implemented and coordinated Phase I, II and III pulmonary rehabilitation programs. Managed outcomes including physiologic and QOL improvements. Coordinated public relations and marketing for patient recruitment. Designed and coordinated first asthma day camp for children in the Greater Augusta area.

CERTIFICATIONS

- Master Coach Certification pending March 2014
 - Certified Professional Coach 2012
 - Compassion Fatigue Specialist Certification 2010
 - MBTI® and FIRO – B® certification 2009
 - DDI Facilitator and Training Certification 2007
 - Professional Human Resource Certification – Human Resource Certification Institute 2002 - present
 - Competent Communicator from Toastmasters International 1996
 - Registered Respiratory Therapist – National Board for Respiratory Care 1986- 1999
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EDUCATION

- University of Phoenix**, Phoenix, AZ 2002
Masters of Arts in Organizational Management
- Augusta State University**, Augusta, GA 1990
B.A. English
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MEMBERSHIPS/PROFESSIONAL/COMMUNITY ACTIVITIES

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| 2012 – current | Houston Coaches – International Coaches Federation |
| 2002- current | Houston Society for Healthcare Human Resources Association |
| 2009- 2013 | National Speakers Association |
| 2010 -2011 | American Society for Training and Development Houston |
| 2007-08 | Past - President, Houston Society for Healthcare Human Resources Administration |
| 2005 -2007,
2011-12 | President, Houston Society for Healthcare Human Resources Administration |
| 2003 – 2013 | American College of Healthcare Executives |
| 2000 - present | Society for Human Resource Management |
| 2003 – 2013 | American Society for Healthcare Human Resource Administration |
| 1988- 1999 | American Association for Respiratory Care |
| 1994-1999 | Georgia Society for Respiratory Care |
| 1999 | GSRC President |
| 1995 | Georgia Society for Respiratory Care (GSRC) District VI Representative |
| 1994 -1999 | American Lung Association of Georgia East Central Branch – Asthma Committee |