



News from Baptist Health Care Leadership Institute

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**Baptist Health Care Leadership Institute Consultant Awarded
Business Coaching Certification**

PENSACOLA, FL- Baptist Health Care Leadership Institute consultant Frankie Turner has received the designation of Registered Corporate Coach from the Worldwide Association of Business Coaches (WABC). WABC is the first international professional association dedicated exclusively to the business coaching industry and the only association of its kind with advanced membership standards based on business experience, coaching experience and client references.

In her role as a consultant and coach for the Leadership Institute, Turner meets with client organizations across the country to improve both the service to patients and visitors, as well as the work environment for their employees. With over 35 years of leadership experience, she brings her enthusiasm for sharing best practices and lessons learned to those organizations she consults. Before joining the Leadership Institute, Turner was Senior Consultant for the Disney Institute where she focused on training organizations in Disney's approach to topics including service, people management and leadership.

Turner was with the Walt Disney World Company for over 30 years. Her first nine years were spent within the Finance Division, in such roles as financial analyst for several operating units, including the resort hotels, and supervisor of a group of accounting departments, including Cash Audit and Reedy Creek Utilities Accounting. She then moved to the Sales Division as business manager, a position she held for four years. .

A healthcare consulting firm, The Baptist Health Care Leadership Institute guides hospitals and health systems through culture change to create high performing organizations. Offerings include process and service excellence consulting and executive coaching. Founded in 2002, The Leadership Institute has advised more than 8900 healthcare professionals from fifty states and abroad.

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