

Terre Short has been a coach in some capacity and an experience expert for her entire career. Through coaching, speaking and facilitating she has inspired staff, senior leaders, physicians and middle managers to connect to their why, and to harness the power of empathy and personal relationships. She excels in assessing complex situations/challenges and helping others break them down with clarity into actionable steps.

Terre has more than 30 years of leadership experience, a Masters in Business Administration/Healthcare Management, her Professional Coach Certification (PCC), and is a Certified Patient Experience Professional (CPXP).

Prior to reinstating Short Group, Terre served in corporate healthcare roles for ten years (2010 - 2020), as a high-level executive for one of the largest health systems in the U.S. (HCA), and as a regional director for Huron/The Studer Group.

Prior to her move into healthcare, Terre had an extensive hospitality management career. For 15 years (1995-2010) she was owner of Short Group, Inc that specialized in leadership development and consulting, including coaching GMs, CEOs and other leaders. In 2001, she began coaching leadership development and service excellence tactics in healthcare for medical practice groups. Her hospitality career spanned many senior leadership positions within Four Seasons Hotels and later Pebble Beach Company.

Terre credits her broad operational experience for her ability to meet leaders where they are and strike the best approach for maximizing their potential. She is well versed in the evidence-based practices that support proactive leadership and improve both staff engagement and the customer experience. Since 1995, she has spoken for a wide range of organizations, and audiences large and small. She is highly sought after for leadership development forums and spoke at the 2018 Annual Becker's Hospital Review Conference.



Terre is passionate about bringing out the potential of others through 1:1 coaching and helping leaders improve results through her speaking, and consulting. Topics outlined on [Short Group website](#).

Terre will publish *The Words We Choose* in early summer 2020. The book covers how to choose words that connect to values and intention. It spans the words we choose for ourselves (the voice in your head), with loved ones, at large in the world, at work, through technology – not spoken, and with a higher power.

She and her husband love the outdoors and raised their son and daughter (23 and 22) in Missoula, MT. She and her husband now enjoy the fun and sun of their home in southern California – that is, when she is not on an airplane!