6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

General Course Information

Course Title	Hearing Wellness Starts Here Seminar
Course Dates	01/08/2016 – 01/09/2016 (Varied Dates)
Course Location	Eden Prairie, MN (Varied Locations)
Course Hours	12 Hours | 1.2 CEUs | 12 CEUs

Item 1: Needs Assessment

Continuous advancements in hearing aid technology require continuous education to prepare adequately for fitting hearing aids to patients with hearing loss. In addition, access to product information via the Internet has changed our patient's expectations with professionals and products. We interviewed existing and potential customers and determined that an educational program offering lecture, hands-on, demonstrations and an expo hall was essential for successful hearing aid fittings and patient management.

Item 2: Course Description

Attendees learned that technology is constantly evolving and research is crucial to development. Understanding the nature of disruptive technology was discussed as it relates to fitting and counseling. Product demonstrations and troubleshooting tools to address patient reports were reviewed.

Additional Course Information

Subject Code:	5030: Hearing Assistive Technology
Content Code:	P: Professional
Instructional Level:	2: Intermediate
Program Focus	Knowledge-information: delivered primarily in a lecture/presentation format
Partial Credit	Yes
Course Type:	Live Event, Asynchronous

The purpose of this activity is to provide audiology professional development. Each session will be led by an instructor and/or discussion leader and will focus on pre-determined goals and objectives. A course evaluation and quiz will be administered to each attendee to evaluate progress. Feedback is provided during hands-on and discussion activities.

Facility tours and exhibit activities are not included in the calculation for the total CEUs offered. This course offering does not offer academic credits and does not serve to prepare the participant for state licensure exams.

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Item 3: Learning Outcomes

1. The attendee will be able to identify at least three innovative technologies that set new standards of performance and personalization.
2. The attendee will be able to list three adaptive strategies and tools to assist in the fitting and troubleshooting sessions.
3. The attendee will be able to list at least two wireless features that keep your patients connected.
4. The attendee will be able to list the steps top making a strong hearing aid recommendation to the patient.
5. The attendee will be able to list two ways to deliver personalized content at the right stage of the patient journey
6. The attendee will be able to list the elements of an effective product demonstration.
7. The attendee will be able to list at least two tools and strategies to determine the reason behind the patient report.
8. The attendee will be able to identify how evidence-based design is implemented in technology for your patients.
9. The attendee will be able to list two requirements for development of disruptive technology.
10. The attendee will be able to identify at least two components of a research study.
11. The attendee will be able to identify two considerations of cognitive issues as it relates to patient counseling
12. The participant will be able to list two strategies available to assist with patient counseling.

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Item 4: Instructional Personnel and Financial and Non-financial Disclosures

Kyle Acker	Kyle Acker, Au.D. is an audiologist and Director of Regional Sales for the Southeast. Dr. Acker completed his B.S. in industrial hygiene and his M.S. and Au.D. at Purdue University in West Lafayette, IN. He began his clinical career at The American Institute of Balance in Largo, FL before joining the Starkey Hearing Technologies team as a regional trainer. His clinical interests include amplification and counseling techniques, utilizing technology in the hearing aid delivery process and innovating education and training techniques to improve clinician understanding of new technology. Dr. Acker is a passionate supporter of the Starkey Hearing Foundation.
Financial Disclosure	Director of Regional Sales
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Heather Adamson	Heather Adamson is an Inside Territory Sales Representative for Starkey Hearing Technologies. Heather joined the Starkey team in the Consumer Relations department in November 2012. In January 2014, she moved into her current inside sales role covering Oregon, Southern Washington and Northern California. Prior to Starkey, Heather received her Bachelor's degree in Speech and Hearing Sciences from Arizona State University and worked in the field for 18 months providing home-based pediatric speech therapy and early intervention services.
Financial Disclosure	Inside Sales Representative
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Jennifer Amdahl	Jen Amdahl joined Starkey Hearing Technologies as Manager of Education and Training with Micro-Tech in January 2007. After spending over 3 years as a Field Technology Specialist on the Starkey Sales Team, she returned to Education and Training with the Network Team in 2014. Dr. Amdahl has presented Conferences on technology and product as well as fitting strategies, in addition to spending countless hours in clinic settings with individual clinicians. Her clinical experience includes hospital, private practice and ENT settings. Dr. Amdahl has earned her M.S. in Audiology from Wayne State University, in Detroit, MI and her Au.D. through Salus University.
Financial Disclosure	Network Training Specialist
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Tani Austin	Tani Austin holds more than 25 years' experience in the hearing industry, including: maintaining her own hearing aid practice for 10 years, and serving as the Illinois Department of Public Health Practicum Examiner for the hearing aid dispensing of state licensing exam, Secretary of the Illinois Hearing Society, and on the National Board of Certification in the Hearing Sciences. Mrs. Austin co-founded Starkey Hearing Foundation with her husband Bill. For more than a decade she has served as chairperson Starkey Hearing Foundation's annual fundraiser, the "So the World May Hear" Awards Gala, the largest fundraising event in the Twin Cities. The Gala continues to facilitate the message of hearing health, education and awareness to the world, and has honored many legendary personalities, such as President Bill Clinton, Muhammad Ali and Sir Elton John. Currently, the Foundation fits more than 100,000 hearing aids annually in the U.S. and around the world.
Financial Disclosure	Business Development, CEO Office, Starkey Hearing Technologies
Non-Financial Disclosure	Co-Founder, Starkey Hearing Foundation
William F. Austin	In 1967, Starkey Founder and CEO William F. Austin founded a hearing instrument repair service in St. Louis Park, MN. Four years later, he acquired a small earmold company called Starkey Laboratories, and merged his companies under the Starkey name. Austin's experience in hearing aid distribution and repair led him to create the concept of comprehensive hearing solutions. Austin's focus on customer satisfaction and quality of life revolutionized the industry by setting a new standard for innovation and service. Since 1973, his Starkey Hearing Foundation has promoted hearing care awareness through Supporter of research, education and charitable programs.
Financial Disclosure	Founder & CEO, Starkey Hearing Technologies
Non-Financial Disclosure	Founder & CEO, Starkey Hearing Technologies
Eric Barrett	Eric Barrett is a Field Technology Specialist with Starkey Hearing Technologies. He covers accounts in MN, WI, ND and MI and assists customers in strategic planning, business development and product and software training. Eric has been with the company since 2009 and has gained experience in consultative sales training, advanced fitting software solutions, performance tracking and business development. Eric holds a B.S. in political science from St. Cloud State University.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Michael Bateman	Michael Bateman, Au.D. CCC-A is a Field Technology Specialist for the Idaho, Washington, Montana, and Wyoming territory. Dr. Bateman worked as a clinical audiologist for 5 years in an ENT setting with 7 ENTs and one PA. He joined the Starkey Hearing Technologies team in October 2015. His clinical experience includes diagnosis and treatment of hearing and balance disorders. He received his Bachelor's degree in Communication Disorders and Deaf Education as well as his Doctorate in Audiology from Utah State University in 2011. Prior to working in the ENT setting, Dr. Bateman worked in a private practice in Salt Lake City. He enjoys assisting others with the use of amplification assistive technology devices, aural rehabilitation and education clinicians about benefits of Starkey products and services.
Financial Disclosure	Field Technology Sales Specialist
Non-Financial Disclosure	None
Carrie Boss	Carrie Boss, Au.D. is the Field Technology Specialist for Central and Western Pennsylvania. Dr. Boss joined the Starkey Hearing Technologies team in July of 2014 after completing her B.A. at the University of Pittsburgh and her Au.D. at Arizona State University. Dr. Boss's collective clinical experiences have allowed her to work with diverse patients and providers in a broad range of settings, including ENT offices, hospitals and private practices. Prior to her position with Starkey, Dr. Boss provided diagnostic and rehabilitative services at the Pittsburgh Veteran's Affairs Healthcare System where she worked extensively with Starkey products and accessories.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	None
David Brassine	Dave Brassine is the Regional Sales Manager for Starkey's Central Region. He began his hearing instrument dispensing career in 1983 at this family's practice in West Virginia. Dave made the transition to the manufacturing side of the business in 1986. Over the last 28 years, he has held numerous positions in sales, sales management and practice development for major hearing instrument manufacturers. Dave resides in McKinney, TX and is married to Liz, a private practice audiologist.
Financial Disclosure	Regional Sales Manager for Starkey Hearing Technologies
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Patrick Brix	Patrick Brix, Au.D., F-AAA is a Field Technology Specialist for the greater Chicagoland area, including Rockford and Valparaiso, IN. Dr. Brix has worked for Starkey Hearing Technologies since Fall 2013 in the workshop department and has been in field sales since September 2015. Prior to joining Starkey, Dr. Brix worked in private practice running a satellite office in the Chicago area. Dr. Brix received his Doctorate of Audiology in 2011 from Rush University in downtown Chicago.
Financial Disclosure	Field Technology Sales Specialist
Non-Financial Disclosure	None
Allison Brown	Allison joined Starkey Hearing Technologies in 2012. She is currently a Field Technology Specialist covering the New York City Metro market. Prior to her employment at Starkey, Allison opened and operated Southpoint Hearing Center, a hearing aid practice for a prominent ophthalmologist in Jacksonville, FL. She had previously dispensed hearing aids at Advanced Hearing Centers in St. Augustine, FL and U.S. Hearing Aid Centers in Ormond Beach FL. Allison earned her Bachelors of Business Administration degree from Florida Atlantic University in Boca Raton, FL. She has been Board Certified in Hearing Instrument Sciences (BC-IHS) since 2008.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Lori Bunkholt	Lori Bunkholt joined Starkey Hearing Technologies in 2003. Her current position within Starkey Hearing Technologies is in the Exclusive Networks Education and Training department. Having worked in the hearing industry for the past 30+ years, her experience includes manufacturing, product management, training and field sales. She has also dispensed hearing instruments in a private practice setting, conducted Consumer Educational Conferences and managed multiple service centers. Education includes Board Certification in 1991, as well as on-going CEU certification. She has worked with programmable and digital technology since 1987. She has been an accredited speaker since 1988 and has conducted numbers training Conferences and classes at regional and state meetings.
Financial Disclosure	Network Training Specialist
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Sara Burdak	Sara Burdak joined Starkey Hearing Technologies as an audiologist on the Hearing Research and Technology team in May 1999. She is currently the Senior Director of Education and Audiology and has presented conferences worldwide on digital technology, advanced fitting strategies and product tutorials. Her clinical experience includes hearing aid dispensing, diagnostic testing and counseling. Burdak earned her B.A. in audiology and speech sciences from Michigan State University and a master's degree in audiology from Wayne State University. She received her Au.D. from the Arizona School of Health Sciences.
Financial Disclosure	Senior Director, Education And Training, Starkey Hearing Technologies
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Tom Burns	Thomas Burns, Ph.D., entered the University of Hartford's Hartt School of Music with a scholarship to study classical piano. His interest in acoustics was sparked there, earning a B.S. in engineering at their College of Engineering. He went on to earn an M.S. and Ph.D. in acoustics from the Pennsylvania State University, where he worked on acoustic holography methods and directional hydrophone arrays for submarines. Since joining Starkey Hearing Technologies, Dr. Burns has authored more than thirty patent disclosures. He especially enjoys peaceful evenings playing Debussy Preludes after the kids have been put to bed.
Financial Disclosure	Principal, Mechanical Engineer I
Non-Financial Disclosure	Patent holder for multiple patents, product and software development project team member for Starkey Hearing Technologies and Supporter of the Starkey Hearing Foundation
Robert Cale	Robert Cale is a graduate of West Virginia University, where he obtained a Bachelor's of Science in Speech Pathology and Audiology in 2007 and a Doctorate of Audiology in 2011. Dr. Cale's clinical experience has been focused in private practice. His experiences have provided him exposure to the American and Canadian healthcare systems specific to private practice audiology in Pittsburgh, PA and as a clinical manager in Calgary, AB, Canada.
Financial Disclosure	Field Sales Specialist
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Luis Camacho	Luis Camacho began working for Starkey Hearing Technologies in August 2000 as a Field Sales Representative covering OH, IL and KY. In 2008, he joined the Education and Training Department. Current duties include leading training classes for Starkey staff and customers, developing training materials and overseeing Starkey's Audiology Online and e-learning initiatives. He received his B.A. in Telecommunications and Audio Engineering from Indiana University and continued to receive his M.A. in Audiology from Indiana University in 1991. After graduate school, he worked as a staff audiologist for an otology practice in Indianapolis where his duties included clinical audiology, special testing, hearing aid dispensing, marketing and public relations. In October of 2013, he earned his Au.D. from A.T. Still University. Luis is married with three children and resides in Bloomington, IN.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Simon Carlile	Simon Carlile, Ph.D., is Senior Director of Research and leads Starkey Research in their quest for groundbreaking and innovative hearing solutions. Simon has a BSc (Hons) and PhD from the University of Sydney in Auditory Neuroscience. He completed his postdoctoral training at Oxford University (UK) where he was a Junior Research Fellow of Green College. He later established and became Head of the Auditory Neuroscience Laboratory at the University of Sydney. Simon has also had senior management roles as CIO (University of Sydney) and as the CTO for two start-up technology companies Simon has published more than 110 articles in peer-reviewed international journals, a strong patent portfolio, edited a foundation volume on auditory virtual reality and is Associate Editor for Nature – Scientific Reports.
Financial Disclosure	Senior Director of Research, Starkey Hearing Research Center
Non-Financial Disclosure	Project Team Leader for Starkey Hearing Technologies Product or Software Development
Mark P. Carter	Mark P. Carter, Au.D. received his Master's Degree in Audiology from the University of Tennessee (1988). He obtained his Doctor of Audiology degree from Salus University in Pennsylvania. He was a graduate of Snider High School in Fort Wayne, Indiana. He is Board Certified by the American Board of Audiology as a fellow member of the Academy of Doctors of Audiology, the American Academy of Audiology and the American Speech-Language-Hearing Association. Since 2009, Dr. Carter has been the owner of his Private Practice, Carter Hearing Clinics.
Financial Disclosure	Mark P. Carter is a guest speaker receiving an honorarium
Non-Financial Disclosure	Mark P Carter is the owner of Carter Hearing Clinics

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Lucy Cashin	Lucy Cashin graduated with a B.A. in Economics and Communications from the University of Wisconsin. She has worked for Starkey since 2012. She has been the Inside Sales Representative for the greater Detroit and Toledo areas since July 2013.
Financial Disclosure	Territory Sales Representative
Non-Financial Disclosure	None
Jamie Clarke	On May 23, 1997, Jamie Clarke became the ninth Canadian to summit Mount Everest. Clarke, who studied journalism and broadcasting in hopes of becoming a foreign correspondent, is an entrepreneur in the business of adventure. He has found a way to follow his passion and be successful. With humor and dramatic gestures, this three-time Canadian Junior Cross-Country Ski Champion utilizes his 20 years of mountain experience in dozens of motivational Practicums each year. Clarke is also the co-founder of a successful outdoor equipment and apparel store called Out There Adventure Center in Calgary, Canada.
Financial Disclosure	Jamie Clarke is a guest speaker receiving an honorarium.
Non-Financial Disclosure	Jamie Clarke is the CEO and Co-Founder of LiveOutThere.com
Kent Collins	Kent Collins is the Director of TeleHearing for the All American Hearing Network. He is a Fellow of the American Academy of Audiology and holds a Certificate of Clinical Competence from the American Speech-Language-Hearing Association. He is a licensed audiologist and hearing instrument specialist in several states throughout the country. Dr. Collins earned his Bachelor of Science degree in Communicative Disorders from the University of Wisconsin, Stevens Point, followed by his Master of Science in Audiology from Purdue University in West Lafayette, Indiana. He completed his education at Salus University in Elkins Park, Pennsylvania, where he earned his Doctor of Audiology degree. Dr. Collins specializes in adult diagnostic and rehabilitative audiology. His expertise includes hearing instrument selection and fitting, aural rehabilitation and counseling. Before joining the All American Hearing Network, Dr. Collins practiced at a large ear, nose and throat (ENT) clinic and was Regional Sales Manager for a leading hearing aid manufacturer where he provided professional training and technical Supporter. He has served as the President of the Minnesota Academy of Audiology and sat on the Board of Directors while chairing the Nominations and Elections Committee. Throughout his educational career, Dr. Collins consistently was on the Dean's list for academic achievement and was honored to be chosen for the Phi Kappa Phi National Honor Society.
Financial Disclosure	Director of TeleHearing, All American Hearing Network
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Debra Cowley	Debra Cowley, Au.D. joined Starkey Hearing Technologies in August 2001. In her current role as Education and Training Audiologist, Dr. Cowley develops staff and customer training materials, presents worldwide on a variety of topics related to amplification and digital signal processing, and coordinates the continuing education program. Prior to joining Starkey Hearing Technologies, she worked as a teacher for the deaf and an audiologist | educational consultant in various school settings. She earned a B.A. in elementary and deaf education from Augustana College, an M.A. in audiology from the University of South Dakota and the Au.D. through the Arizona School of Health Sciences.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Tom Crystal	Tom Crystal is the Manager of Patient Financing for Starkey Hearing Technologies. He received his JD from William Mitchell College of Law and has since worked in finance, operations and sales roles in businesses ranging from small, privately owned startup consultancies to large, public financial institutions. His current role focuses on Supporting the patient financing needs of all customers under the Starkey Hearing Technologies umbrella.
Financial Disclosure	Business Consultant, Starkey Hearing Alliance
Non-Financial Disclosure	None
Linda Daily	Linda Daily joined the Education and Training department at Starkey Hearing Technologies as a trainer in March of 2008. She began this position with over 20 years of experience as an audiologist in a dispensing private practice setting, a college instructor, educational audiologist and community speaker with a passion for finding solutions for those with hearing loss. She received her B.S. in Speech Pathology/ Audiology from University of Oregon, her M.A. from California State University, Long Beach and the Au.D. through Salus University. Her current position is within the sales team as a Senior Field Technology Specialist and Business Development Manager. Dr. Daily has participated in a number of Starkey Hearing Foundation missions locally and internationally. She attributes her enthusiasm for serving those with hearing loss to a love for communication and a tireless curiosity for changing hearing technology.
Financial Disclosure	Business Development Manager
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Mike Dalton	Mike Dalton is Director of Retail Marketing at Starkey Hearing Technologies. He has more than two decades of industry experience, having worked in various sales, marketing and leadership positions within Starkey Hearing Technologies. His experience lies in building and driving sales, as well as delivering strong marketing tools to further develop the hearing practice. Mike has presented for audiences as large as four thousand, consistently delivering an engaging and passionate message with a call to action. Areas of special interest to Mike include layered marketing and social media's effect on business, as well as presenting customers with superior service experience.
Financial Disclosure	Director of Audibel Marketing and Network Resources, Starkey Hearing Technologies
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Richard Davila	Richard R. Davila, II, BC-IHS, ACA is President of Livingston Audiology & Hearing Aid Centers. Davila has been Board Certified in Hearing Instrument Sciences since 1995 and completed the Audioprosthology program in 2002. He attended Texas Tech University in Lubbock and holds and Executive MBA Certificate from the University of Texas at Austin. Davila has been fitting and dispensing hearing instruments since 1990. The practice was started in 1953 by Ollie Livingston and purchased by Richard Davila, Sr. in 1986. After the untimely death of his father in 1990, he has grown the practice from one office located in Lubbock to 30 locations across Texas and New Mexico.
Financial Disclosure	Mr. Davila is a guest speaker receiving an honorarium.
Non-Financial Disclosure	Mr. Davila developed the patient program discussed in this course.
Matt Davis	Matt Davis joined Starkey Hearing Technologies in 1997. His current position at Starkey is the Director of Regional Sales for the Central United States, where he is responsible for managing Central Region sales group and business development for the company. Before his tenure as a Director for the company, Matt worked in many different sales capacities for Starkey. Matt graduated from the University of Minnesota with a degree in Political Science.
Financial Disclosure	Director of Regional Sales
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Ali Davison	Ali Davison is the inside sales representative for the Missouri and Southern Illinois territory. Ali joined the Starkey Hearing Technologies team in September of 2013 after completing her A.A. in Liberal Arts
Financial Disclosure	Territory Sales Representative
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Julie Davison	Julie Davison has worked at Starkey Hearing Technologies for 10 years in many different capacities. Starting out in the sales department, Julie moved to the Strategic Partners Group where she specialize din business growth with Networks and Buying Groups over the complete United States. Currently Julie is the Regional Sales Director for the West Coast responsible for Starkey's Better Hearing Initiatives in eleven of our western states.
Financial Disclosure	Director of Regional Sales
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Chris DiCapo	Chris DiCapo began his professional career as a Territory Account Manager with Starkey in 2000. This sparked his interest in becoming a Certified Hearing Instrument Dispenser so he could experience changing people's lives by helping them hear better firsthand. In 2009, Chris earned his CHID license in the state of MN and worked for a local practice in the Twin Cities. Chris re-joined Starkey in 2012 and still maintains his license today. He currently resides in the Twin cities with his wife and bulldog names Dozer, and is expecting a baby in August 2014.
Financial Disclosure	Territory Sales Representative, NuEar
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Danielle Dorn	Danielle first joined Starkey Hearing Technologies in June of 2011 and her current role as Inside Account Executive focuses primarily on building and maintaining exemplary relationships with Starkey's VA Audiologists. She is passionate about moving this segment of Starkey business forward with consistent efforts to increase our VA customer's awareness of Starkey's current and future product offerings. She earned her B.A. in Biology from the University of Wisconsin-Eau Claire in 2004 and is honored to be in this industry serving audiologists and Veterans alike.
Financial Disclosure	Senior Government Service Account Executive
Non-Financial Disclosure	None
Julie Dunphy	Julie Dunphy joined Starkey in March of 2006 and has served in several capacities including account executive, manager of customer service, and manager of training and technical Supporter. Currently Dr. Dunphy is the territory manager for the West Central US. Prior to working at Starkey, she worked seven years in the VA hospital as an audiologist focusing on amplification as well as balance disorders. She received her Au.D. from the University of Florida in December 2003.
Financial Disclosure	Government Service Field Sales Executive
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Colleen Edwards	Colleen Edwards joined Starkey Hearing Technologies in June 2013. Her current position at Starkey is that of Field Technology Specialist for Central Illinois and the Southern Missouri area. Prior to Starkey Hearing Technologies, Colleen practiced in the St. Louis area. Dr. Edwards maintains her Missouri hearing aid dispensing license first earned in 2011. She graduated from the University of Illinois in Champaign-Urbana, Illinois with a doctorate in Audiology.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Lee Elder	Lee Elder joined Starkey Hearing Technologies in March of 2012. His current position at Starkey is that of Field Technology Specialist for the Southeast (AL, MS, LA, and FL). Prior to coming to Starkey, Lee owned his own dispensing practice for seven years in Nashville, TN. Lee first earned his Tennessee hearing aid dispensing license in 2005.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Daniel Elling	Daniel Elling graduated from Florida State University with a bachelor's degree in Business Administration with an emphasis in finance. He has more than three-year's portfolio management experience in both inside and outside sales, specializing in oil and gas industry investments. Daniel has worked as the Territory Account Manager for the Los Angeles area for Starkey since 2014. He built long-lasting relationships, delivered unparalleled customer service and exceeded customers' expectations. Daniel's new territory consists of the greater San Francisco Bay Area, Hawaii, Washington and Alaska.
Financial Disclosure	Field Technology Sales Specialist
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Dave Fabry	Dave Fabry, Ph.D., is currently VP of Audiology and Professional Relations. He holds a Ph.D. in audiology from the University of Minnesota. His professional experience includes positions as a Research Audiologist at Walter Reed Army Medical Center, Chief of Audiology at the Mayo Clinic in Rochester, MN and Vice President of Professional Relations and Education for Phonak Hearing Systems. He was Chief of Audiology at the University of Miami Miller School of Medicine. Fabry is also a prolific writer, having served as an Associate Editor for Ear and Hearing, Editor of American Journal of Audiology, Associate Editor for Audiology Online and Editor of Audiology Today. He has published more than 50 articles in peer-reviewed journals. Fabry has presented widely in the U.S. and internationally and has served as a board member and president of the American Academy of Audiology, from which he received the Distinguished Service Award in 2009.
Financial Disclosure	Vice President of Audiology and Professional Relations, Starkey Hearing Technologies
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Tony Farmer	Tony Farmer first joined Starkey Hearing Technologies in 2003. Since then, he has held several different positions within the Market Department Team, including Inside Sales, Outside Sales, and Starkey Hearing Alliance development. In his current position as Manager of the Network Development Group, he focuses on the growth and improvement of our Network programs and members. Tony received his Bachelor's degree from St. Edwards University in Austin, TX.
Financial Disclosure	Manager of Starkey Hearing Alliance
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Lauren Fettig	Lauren joined Starkey Hearing Technologies in August of 20-11 as an Account Executive for the Workshop Marketing Team and at the beginning of 2014 transferred into the role of Inside Government Account Executive for the East Coast Territory. In her new role, Lauren strives to bring the significance and expertise of Starkey to the VA and other Government entities by supplying a superior product and to resonate that Hearing Is Our Concern. Through her journey at Starkey, she has had the opportunity to work with many different types of customers, which in turn has grown her awareness of how Starkey as a whole really takes pride in helping everyone. Lauren earned her B.A. in Communications from St. Cloud State University in 2004.
Financial Disclosure	Government Service Inside Sales Executive
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Randall Fiasco	Randy Fiasco, with over 30 years of hearing healthcare experience, started his career at Omni Hearing Systems in 1984. There, he held many positions including customer service, sales and shell lab manager. He also worked for another hearing manufacturer as their Regional Sales Director for the southern US. Fiasco returned to Starkey Hearing Technologies in 2006 as Director of Sales for Audibel, where he was responsible for all inside and field sales activities nationwide. Currently, Fiasco is the Regional Business Manager for Starkey's South Central Region. He works with each of our Hearing Alliance Partners to develop strategies that ensure their individual business goals and has recently presented at several of our regional Earned Excellence Practicums on sales and fitting protocols.
Financial Disclosure	Regional Business Manager, Starkey Hearing Alliance
Non-Financial Disclosure	None
Elizabeth Finch	Liz Finch, Au.D. is an audiologist and Field Technology Specialist for the New England area with Starkey Hearing Technologies. Prior to joining the Starkey team, Dr. Finch worked as an audiologist at a large HMO clinic and in an ENT office where she provided services for diagnostics, amplification, and balance assessment and treatment and directed the marketing efforts related to audiology. Dr. Finch completed her B.S. in Communication disorders at the University of Massachusetts, her M.S. in Audiology at Arizona State University, and obtained her Au.D. through Pennsylvania College of Optometry's School of Audiology (now Salus University). She is board certified by the American Board of Audiology, a fellow of the American Academy of Audiology and a certified member of the American Speech-Language and Hearing Association. Her interests remain with rehabilitation and amplification as well as assisting with business growth
Financial Disclosure	Field Sales Executive
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Jason Galster	Jason Galster leads the Audiology Research group at Starkey Hearing Technologies. He holds a Ph.D. in audiology from Vanderbilt University with a minor focus in electrical engineering. Dr. Galster's research interests have spanned topics that include room acoustics, pediatrics, signal processing and most recently, interpreting individual variability in the outcomes of patients with hearing aids.
Financial Disclosure	Senior Manager of Audiology Research, Starkey Hearing Technologies
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Christie Gardner	Christie Gardner, Au.D. joined the Starkey Education and Training team as a Regional Trainer in August 2011 covering the Northeast region. She earned her B.S. degree from the University of New Hampshire, and her Au.D. from Nova Southeastern University. She has clinical experience in hearing aid dispensing, diagnostic testing and counseling. Her interests include aural rehabilitation and wireless hearing aid technology.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Skye Girardin	Skye Girardin is an International Mission Liaison for Starkey Hearing Foundation. He spends 275 days a year abroad, mostly in the Great Lakes region of East Africa, forging relationships and setting up hearing aid missions, as well as implementing the Starkey Hearing Foundation community-based AfterCare program. Girardin holds a B.A. from the University of California, Berkeley and an M.A. from Teachers College, Columbia University. He is interested in philanthropy, impact investing, corporate social responsibility, last mile health, and sustainability and poverty alleviation strategies.
Financial Disclosure	Mission Liaison, Starkey Hearing Foundation
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation; Member of International Missions
Belinda Gonzales	Belinda Gonzales has been in the hearing industry for 10 years. She is a mom of 3 and a grandmother of 4 that discovered her talents and passions while striving to be the best wife, mother and grandmother possible. She believes that we are each put on this earth to help one another and so when asked to enter the hearing industry she saw it as an avenue to do just that. Belinda opened her own business, NuSound Hearing Center, in 2012, knowing that it would be one that would set the standard in the hearing industry. NuSound Hearing Center is not just a job for Belinda; it is a ministry. Every person that walks through the door of NuSound, leaves knowing that their provider cared for them. Each patient becomes part of the NuSound family.
Financial Disclosure	Belinda Gonzales is a guest speaker receiving an honorarium
Non-Financial Disclosure	Belinda Gonzales is the owner of NuSound Hearing Center

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Julia Gordon	Julia Gordon, Au.D. is the Government Services Territory Manager for the Eastern US. Julia joined the Starkey Hearing Technologies team in June 2015 after receiving a B.S. from the Pennsylvania State University and an Au.D. from the University of Pittsburgh. Her clinical experience includes 2 years at the Pittsburgh VA Healthcare System and various private practices. During her time at the University of Pittsburgh, she participated in the NIH T-35 Research Traineeship at Vanderbilt University and investigated the effects of reverberation of listening effort. Julia currently resides in Pittsburgh with her fiancé.
Financial Disclosure	Government Services Field Sales Executive
Non-Financial Disclosure	None

Michele Gotsis	Michele Gotsis, Au.D. FAAA is a field sales representative for the Western Washington and Alaska territory for Starkey. Dr. Gotsis joined the Starkey team in December 2014. Dr. Gotsis earned a B.S. and M.S. from Purdue University and an Au.D. from Arizona School of Health Sciences. While completing her B.S. and M.S. m, Dr. Gotsis was awarded a teaching assistantship and had the opportunity to teach undergraduate students in both Acoustics Labs as well as for several graduate-level Aural Rehabilitation Courses. She also received a research assistantship with Todd Ricketts, Ph.D. in the area of hearing aids during her Master's program. Dr. Gotsis has passionately pursued a career in audiology over the past 17 years in a variety of work-settings. Dr. Gotsis has experience in medical audiology conducting clinical practice/research/teaching at several well-respected university hospitals such as The University of Washington Medical Center, Indiana University and Riley Hospital for Children and The Cleveland Clinic Foundation. She also has past experience in training/education/sales working for a leading hearing aid manufacturer. Dr. Gotsis' most recent clinical experience was practicing as a senior audiologist at a Seattle/Eastside ENT Clinic for 4 years. In her free time, she enjoys practicing yoga and spending time with her family and friends, as well as going for hikes and adventurous road trips off-roading in her 4-Runner with the GoPro!. Dr. Gotsis was first introduced to Starkey as a customer. She immediately fell in love with the company's commitment to better hearing for patients, value of customer relationships, as well as always striving towards a better tomorrow!
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Chris Gould	Chris Could is a Digital Marketing Strategist for Starkey Hearing Technologies. Gould brings seven years of online marketing experience to the company after working for a wide variety of clients at Minneapolis agencies. At Starkey Hearing Technologies, his focus is generating leads for providers through search marketing, landing page optimization and display advertising. He graduated from St. John's University in Minnesota and is a google AdWords Certified Professional.
Financial Disclosure	Digital Marketing Strategist, Starkey Hearing Technologies
Non-Financial Disclosure	None
Wende Grant	Wende Grant has been an Audiologist for over twenty years in a clinical setting and now look forward to working with Starkey as a Field Sales Technical Specialist. Grant received her undergraduate degree in Speech Pathology and Audiology at Florida State University and her postgraduate degree from Purdue University. She has lived in Florida for most of her life but has had the opportunity to live overseas in Okinawa, Japan and in Guam. Grant currently lives in Jacksonville Beach, FL. During her free time, she enjoys running on the beach, kayaking, spending time with her college daughters, and enjoying company with friends.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	None
Ryan Gregg	Dr. Gregg is an ASHA and ABA board certified audiologist. He is currently employed by Starkey Hearing Technologies as a Field Technology Sales Specialist for the state of Wisconsin. Prior to joining the Starkey team, he worked for Mayo Clinic Health System-Franciscan Healthcare in LaCrosse/Onalaska, WI where he had academic appointment as assistant professor of audiology at the Mayo Clinic – College of Medicine. Dr. Gregg has previously spent time in private practice as well as serving as the Senior Audiologist at Children's Hospital of WI. He earned his BA and MS at the University of WI-Oshkosh and his Au.D. through the University of Florida – Gainesville. Dr. Gregg presently serves as the WI representative for the ASHA Audiology Advisory Council and is a member of WSHA Executive Board.
Financial Disclosure	Field Technology Sales Specialist
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Margaret Grimwood	Margaret Grimwood is the Manager of Marketing for Starkey Medical Partner Network. She has been in the marketing field for more than eight years and has experience in a variety of areas including retail, events, grassroots and direct marketing. She has a solid background in the hearing industry and in her current position, manages a team of marketing executives that work with customers to develop marketing plans, assist in creative development and production of marketing materials, and implement and gather results for marketing campaigns. Margaret holds a bachelor's degree from University of Wisconsin - Madison.
Financial Disclosure	Manager of Marketing, Starkey Medical Partners
Non-Financial Disclosure	None
Judy Grobstein	Judy joined Starkey in February 2010 as the regional account manager for AudioSync Northeast territory. She transferred to the position of education and training audiologist in May 2011. Before joining Starkey, she was the director of the audiology department at a large ENT practice in the Washington D.C. metro area. Dr. Grobstein has over 15 years of experience in the clinical setting. Her clinical experiences include hearing aid fittings, comprehensive diagnostic testing on adult and pediatric patients, vestibular testing, evoked potentials and otoacoustic emissions testing. She received both her bachelor of science degree in speech pathology and audiology and her master's degree in audiology from Kent State University in Ohio before going on to receiver her doctorate in audiology through Arizona School of Health Sciences in 2007. Dr. Grobstein currently resides in Washington D.C.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Jennifer Groeneveld	Jennifer Groeneveld, Au.D., is an audiologist in the Education and Training division at Starkey Hearing Technologies. Her current responsibilities include leading customer and staff training classes and collaboration in the development of educational materials. She earned her Bachelors of Science in Speech Pathology and Audiology from Marquette University and a Doctorate in Audiology through the University of Wisconsin - Madison.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

John Gross	John Gross has served as the administrator for the Shea Ear Clinic since April 2001. He is directly responsible for the day-to-day operations and financial oversight of the practice, including the ambulatory surgery center, the hearing aid business and all ancillary divisions. Mr. Gross previously served as a senior analyst in the healthcare management-consulting branch of Deloitte & Touche and as CFO of Pointe Coupee General Hospital. Mr. Gross earned his Accounting degree from Louisiana State University in 1983 and is a Fellow of the Healthcare Financial Management Association. He has over 25 years of healthcare finance and administrative experience. He served several years on the Leadership Council of the Association of Otolaryngology Administrators including 2 years as the Program Chairperson for their national conference. He is married to KK Gross, Patient Service Specialist for Starkey Medical Partners.
Financial Disclosure	John Gross is a guest speaker receiving an honorarium
Non-Financial Disclosure	John Gross is the administrator for the Shea Ear Clinic
Tom Guillot	In the hearing healthcare field since 1999 as a National Board Certified Hearing Instrument Specialist, Tom and his wife Terese opened their practice in Gainesville Florida, January 10 2004, with one simple mission, "To honor God by providing outstanding patient care for their customers." With the help of many, they have grown their practice to 12 locations throughout North Florida and the panhandle. In 2008, Their organization was the recipient of the inaugural "William F. Austin Heart and Spirit Award". Their company also has the distinguished honor of being the only group to have ever earned recognition as having the largest sales increase in the Audibel network for two consecutive years (2010 and 2011). Tom has a passion for creative marketing, innovative selling techniques, equipping his staff, and meeting the needs of those he serves. Tom and Terese live in the Gainesville area with their three children and dog, Bailey.
Financial Disclosure	Tom Guillot is a guest speaker receiving an honorarium
Non-Financial Disclosure	Tom Guillot is the Owner of Guillot Enterprises, Audibel Hearing Center
Jeanette Hait	Jeanette Hait, BC-IHS, has been in the hearing aid profession since 1989 and is the co-founder of Hearing Aid HealthCare. She is a Licensed Hearing Aid Dispenser, a Certified Audioprosthologist, a Certified Occupational Hearing Conservationist and is Nationally Board Certified in Hearing Instrument Sciences. She has been a Proctor for the Department of Consumer Affairs licensing board since 1997, is a member of Hearing HealthCare Providers of California, and has been a past board member as well. She is also a member of the International Hearing Society
Financial Disclosure	Jeanette Hait is a guest speaker receiving an honorarium
Non-Financial Disclosure	Jeanette Hait is the co-founder of Hearing Aid HealthCare

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Zach Hammock	Zach Hammock has more than 34 years of experience in the hearing aid industry. He has been involved in hearing instrument manufacturing, customer service, sales and management. He served as sales manager and Managing Director of Omni Hearing Systems from 1992-2007. In 2007, he joined the retail group All American Hearing as Managing Director of the Central Division, managing 80+ stores. He joined Audibel as Managing Director in 2014. Zach's range and depth of experience in the hearing aid industry makes him uniquely qualified to host this panel of retail industry experts.
Financial Disclosure	Managing Director of Audibel
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Andrea Hannan-Dawkes	Andrea Hannan-Dawkes joined Starkey Hearing Technologies as an Education and Training Audiologist in November 2010. Prior to joining Starkey, her career focused on providing clinical services in a variety of audiology settings. Her background also includes work in the area of hearing aid research. Dr. Hannan-Dawkes' current responsibility include assisting in the development of educational materials, leading training classes and assisting with course offerings available through Audiology Online. She earned her Master of Arts in Audiology form the University of Maryland at College Park and her Doctor of Audiology degree from the Arizona School of Health Sciences.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	None
Jeff Hawthorne	Jeff Hawthorne has been in the hearing healthcare industry since 1994. He joined Starkey Hearing Technologies in 2002 as a Sales Executive responsible for all inside sales and account management activities for the state of California. Currently, Hawthorne is the Business Development Manager for Starkey's West Region working with our strategic partners in reviewing, planning and developing their businesses. He has presented at numerous conventions and Practicums on business practices, hearing aid repair and modifications, advanced technology, software training and Real Ear Practicums. Hawthorne received his bachelor's degree at Minnesota State University Mankato.
Financial Disclosure	Business Development Manager
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Craig Henderson	Craig Henderson, B.A., is a Government Account Inside Representative for the mid-west territory. Craig joined the Starkey Hearing Technologies team in May 2015 after service three years of active duty in the United States Army. During this time, Craig served in an infantry company with the 10th Mountain Division. As a result of his service, Craig is acutely aware of the challenges being faced by our country's veterans. Active in his local American Legion and VFW post, Craig continues to work towards better hearing for veterans as a VA account representative with Starkey. Craig obtained his B.A. in political science while studying at the University of Minnesota in 2009.
Financial Disclosure	Government Service Field Sales Executive
Non-Financial Disclosure	None
Mary Hennessey	Mary Hennessey is the Director of Strategic Insights for Starkey Hearing Technologies and is responsible for corporate research and programs that guide Starke's strategies and initiatives based on the voices of customers and consumers. Mary has been with Starkey for over 8 years and has 25 years of experience in marketing strategy and research consulting, with expertise in customer experience and customer loyalty measurement and management. She has worked in a variety of industries, in the US and internationally. She has worked on both the client and supplier side of the research process. She is dedicated to cultivating customer-centric cultures and is driven for results that benefit employees, customers, and the organization. Mary holds a Bachelor of Science degree in Marketing with an emphasis in Marketing Research from St. Cloud State University. She also has certifications in Satmetrix Net Promoter Score (NPS), Hammer Business Process Re-engineering, and University of Michigan's Linkage of Customer Satisfaction to Business Processes and Financial Performance.
Financial Disclosure	Director of Strategic Insights
Non-Financial Disclosure	None
Carol Hession	Carol Hession received her Ph.D. in Audiology from Purdue University and has been with Starkey Hearing Technologies since 2006. Dr. Hession has held a variety of clinical and faculty positions including 12 years as a clinical audiologist with the Department of Veterans Affairs. She has presented at state, regional and national meetings in the areas of amplification, digital technology, adult audiologic rehabilitation, professional issues and electronic medical record documentation.
Financial Disclosure	Audiologist
Non-Financial Disclosure	Member of advisory committees and boards

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Amber Hicks	Amber Hicks, B.S., HIS is a Field Sales Representative for the Southern California region. Amber received her bachelor's degree from Oklahoma State University in Communication Sciences and Disorders. She is currently licensed to dispense hearing aids in California. Amber joined the Starkey family in August 2015. Prior to Starkey, she worked in private practice in Oklahoma and California and as a hearing instrument specialist and marketing director. She has a special passion for social media and helping people connect through evolving technology like our Halo and SurfLink Mobile.
Financial Disclosure	Field Technology Sales Specialist
Non-Financial Disclosure	None
Michelle Hicks	Michelle Hicks, Ph.D. is Director of Education and Training at Starkey Hearing Technologies. She joined Starkey in 2010 as the Manager of Clinical Product Research leading a team of research audiologists in Product Development until 2014. She received her Ph.D. in Speech and Hearing Science and Audiology in 1997 from Arizona State University and was a professor at the University of Maryland and the University of Utah, teaching courses in Amplification, Pediatric Audiology, Psychoacoustics, Anatomy and Physiology, and Research Methodology. Prior to working at Starkey, Michelle was a Senior Research Audiologist at Sonic Innovations, has numerous publications, and has presented at state, national, and international conferences on topics ranging from Hearing Science, Amplification, and Tinnitus.
Financial Disclosure	Director of Education and Training, Starkey Hearing Technologies
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Paul Hines	Paul Hines graduated from the Arizona State University with a degree in Business Administration and Communications. Hines has been with Starkey since September 2013, starting as a Business Development Representative before becoming an Inside Sales Representative. He is currently working towards his MBA at the Carlson School of Management – University of Minnesota with a specialization in Finance and an emphasis in Health Care.
Financial Disclosure	Inside Sales Representative
Non-Financial Disclosure	None
Alex Hogg	Alex Hogg has been with Starkey Hearing Technologies since 2009 when he joined the Market Development team. He has covered the Midwest in positions of Business Development, Inside Sales and as a Field Technology Specialist. His focus has been on patient satisfaction while helping practitioners grow their business. Hogg holds a B.S. in Management from Southern Illinois University-Carbondale.
Financial Disclosure	Territory Sales Representative, NuEar
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Dan Hopkins	Dan Hopkins is the Inside Account Manager for Easter Washington Idaho, Montana, Wyoming, South Dakota, Nebraska, Kansas, Western Iowa, Southwest Missouri and Northeast Oklahoma. He joined Starkey Hearing Technologies in January 2013 after completing his BA at the University of Florida and his MBA at Southern Illinois University-Edwardsville. Dan is a history buff/trivia jedi and teaches CrossFit and CrossFit Mobility in his leisure time.
Financial Disclosure	Inside Account Manager
Non-Financial Disclosure	None
Chris Howes	Chris Howes joined Starkey Hearing Technologies in 1998 after spending eight years working in audiology at Bethesda Naval Hospital and Walter Reed Army Medical Center. He transferred to Research and Development at Starkey in 2000 and his current role is as a Senior Software Product manager. Chris was the product manager responsible for Inspire fitting software from the first designs until 2010. His current focus is on the design and development of mobile software applications with some special project assignments as needed. Chris presents regularly for Starkey on a variety of topics, such as hearing products, fitting software, concept software and mobile applications.
Financial Disclosure	Senior Software Product Manager
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation and Project Team Member for Starkey Hearing Technologies Product and Software Development
Michele Hurley	Michele Hurley joined Starkey Hearing Technologies in 1994. Dr. Hurley's current position is that of an Education and Training Audiologist. Prior to Starkey Hearing Technologies, Dr. Hurley practiced in a variety of Audiology settings, including ENT and private practice. Dr. Hurley maintains Audiology licenses in TX, AL, FL, PA, AR, CO, NE, MO and CA. She completed her Au.D. at A.T. Still University.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Jill Jackson	Jill is excited to have recently joined the Starkey Government Services team as an Account Executive for the West Central territory. Jill became interested in the hearing industry in her 20's when it was discovered she had otosclerosis. Prior to joining Starkey, Jill worked at Sonus Network, Unitron Hearing and as an On Air Personality in Radio Broadcasting. She attended school at Moorhead State University and Brown College.
Financial Disclosure	Government Service Inside Sales Executive
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Daymond John	ABC television's "Shark Tank" is a critically acclaimed, Emmy Award-winning series that features some of the toughest and most innovative entrepreneurs of our time. Participants on this reality show try to convince the panel to invest in their dreams while the Sharks have a goal too-to own a piece of the next big business idea and redefine entrepreneurship in the 21st Century. The "Sharks" are billionaire Mark Cuban, owner and chairman of AXS TV and outspoken owner of the 2011 NBA championship Dallas Mavericks; real estate mogul Barbara Corcoran; and entrepreneur, fashion and branding expert, Daymond John.
Financial Disclosure	Daymond John is a guest speaker receiving an honorarium
Non-Financial Disclosure	Daymond John is a television personality on ABC's Shark Tank
Stuart Johnson	Stuart Johnson, having worked in the hearing healthcare industry for over 35 years, started in industrial hearing loss prevention in 1978. He then came to Starkey Hearing Technologies in 1992 as an Outside Sales Representative. In 2000, he worked for Sonus/Amplifon as Director of Sales and Acquisitions. Now back at Starkey Hearing Technologies, he is the Regional Business Manager for the Starkey Hearing Alliance covering the Mountain West Region. Johnson lives in Beaverton, Oregon with his wife and three children.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	None
Taylor Joseph	Taylor Joseph joined Starkey Hearing Foundation in 2011; currently, he is the Marketing and Communications Officer. He is responsible for the Foundation's overall marketing and public relations planning, strategy and tactical implementation. Prior to joining Starkey Hearing Foundation, he held several positions in political communications, including roles for the White House during President George W. Bush's presidency and the John McCain campaign. He holds a B.S. In journalism and electronic media from the University of Tennessee.
Financial Disclosure	Director of Marketing And Communication, Starkey Hearing Foundation
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Wendy Juarez	Wendy Juarez, BC-IHS, is a Hearing Aid Specialist Licensed in Nebraska and Wyoming for the past 20 years. She was a partner in a larger insurance agency when the opportunity came to join the family-owned and operated Hearing Aid Dispensing office, which has now been in the business for 60 years covering the entire Western Nebraska panhandle and Eastern Wyoming. Because of the limited population base, Wendy had to think outside the box and stay ahead of the competition. They have continued to expand through innovation and patient retention and referral. Wendy and her sister Barb are looking forward to taking their practices to the next level.
Financial Disclosure	Wendy Juarez is a guest speaker receiving an honorarium
Non-Financial Disclosure	Wendy Juarez is co-owner of Hearing Aid Dispensing in Nebraska and Wyoming
Gyl Kasewurm	Gyl Kasewurm, Au.D. started Professional Hearing Services (PHS) in Saint Joseph, MI, in 1983 immediately following graduation from Western Michigan with a master's degree in audiology. She then went on to earn her doctor of audiology degree from Central Michigan University. Her business ranks in the top one percent of audiology practices in the country and was featured on a PBS documentary sponsored by the Better Hearing Institute in 2006. Kasewurm is a past president of the Michigan Academy of Audiology and served on the American Academy of Audiology Executive Board. In addition, the American Academy of Audiology honored Kasewurm's innovations and contributions to the profession by presenting her with a Distinguished Achievement Award in 2007.
Financial Disclosure	Dr. Kasewurm is a guest speaker receiving an honorarium.
Non-Financial Disclosure	Dr. Kasewurm is owner of Professional Hearing Services in Michigan.
Jamie Katz	Jamie Katz joined Starkey Hearing Technologies as a Regional Business Manager for the Starkey Hearing Alliance in February 2015. With more than 35 years' experience in the hearing healthcare field, Katz' experience includes comprehensive diagnostic audiology and dispensing experience at a speech and hearing center, ENT practice and a private practice hearing aid dispensary, as well as, many aspects of the hearing industry including sales, product training, marketing, national sales management and business development. He received his Au.D. from the University of Florida in 2000 and is presently pursuing his MBA with a healthcare concentration at Ohio University. Katz resides in Fort Lauderdale, Florida, and is a member of the American Academy of Audiology, Academy of Doctors of Audiology American Speech, Language and Hearing Association and maintains his Florida license in Audiology.
Financial Disclosure	Regional Business Manager for the Starkey Hearing Alliance
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Daniel Keller	Daniel Keller, Au.D. joined Starkey in 2010 and is currently the Field Account Executive for UT, CO and WY. He holds a Doctor of Audiology degree from Utah State University. Prior to joining Starkey Hearing Technologies, Keller held positions as a clinical audiologist at the Vanderbilt Bill Wilkerson Center in Nashville, TN and Intermountain Medical Center in Salt Lake City, UT. Dr. Keller's clinical experience includes comprehensive vestibular assessment, intraoperative monitoring and hearing aid assessment and fitting.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	None
James Knutsen	Jim has spent the past 30 years in this profession beginning at the Portland VA Medical Centers National Auditory Research Laboratory. His next position was at East Portland ENT Clinic where he was director of Audiology and hearing Aids for more than 14 years. In 2000, he joined Starkey as the Northwest Outside Representative and became the NW Managing Director in 2008. He took the role of Western US Sales Manager in 2011, which is his current position. He has served as the President of the Oregon Hearing Society, served on the Governor's Board for Hearing in Oregon and served on the Tristate (OR, WA, ID) Board of Governors.
Financial Disclosure	Regional Business Manager, Starkey Hearing Alliance
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Melissa Kreze	Melissa Kreze joined Starkey Hearing Technologies in 2013 as a Field Technology Specialist. She is a graduate of the State University of New York at Buffalo's Doctorate of Audiology Program. She completed a year-long externship at a busy ENT and private audiology practice in NM where she saw a full range of patients from newborns to geriatric and took part not only in comprehensive audiological examinations and fitting of appropriate hearing technology, but also in vestibular, tinnitus and evoked potential diagnostics.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Sejal Kuvadia	Sejal Kuvadia, Au.D. is an Education and Training Audiologist for the Midwest territory. Dr. Kuvadia recently joined the Starkey Hearing Technologies team in August 2015 after practicing in private and retail settings. She completed her B.S. at Purdue University and her Au.D. at Rush University. While obtaining her degrees, she completed research in the realms of cochlear implants, auditory perception, and audiological rehabilitation. Dr. Kuvadia's clinical experience includes time spent in hospital, VA, private practice, retail, and educational settings. Since receiving her Au.D. Dr. Kuvadia has practiced in both retail and private practice settings. Within those settings, she fit hearing aids and provided audiological rehabilitation for a large demographic. Outside the audiology realm, Dr. Kuvadia is an avid Chicago sports fan and baker.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	None
Erin LaDue	Erin LaDue, is a Field Technology Specialist for the North Carolina, Virginia and West Virginia territory. Erin recently joined the Starkey Hearing Technologies team in January of 2015 after completing her Bachelors of Science degree at SUNY Cortland. Erin's clinical experience includes time spent in private practice in Maryland doing vestibular and pediatric testing. Most recently, she was in private practice in Connecticut fitting hearing aids. Erin has been dispensing hearing aids throughout her education and has extensive experience with Starkey technology.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	None
Jeff Lange	Jeff Lange has been with Starkey Hearing Technologies for over nine years. He has been an integral part of developing strategic business plans in the southeastern U.S. as a Territory Account Manager and has contributed greatly to the Starkey Hearing Alliance and Corporate Accounts teams. Lange's vast experience in the hearing industry as a Minnesota License Hearing Instrument Specialist and American Hearing Aid Association (AHAA) Midwest Regional Manager makes him an excellent addition to the Starkey Hearing Alliance team. Jeff Lange has degrees from Minnesota State University Mankato in speech communication and business management.
Financial Disclosure	Regional Business Manager
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Kristy Larson	Kristy Larson, Director of Talent Management, focuses on increasing employee engagement, productivity, and serving our customers better than anyone else by implementing world-class people practices. She excels at attracting, retaining and developing talented people. Larson is passionate about empowering people to reach their potential. Her goal is to continue to see Starkey as a great place to work and grow. She has her B.S. in Human Resources Management from Winona State University and her MBA from the University of St. Thomas
Financial Disclosure	Director of Talent Management, Starkey Hearing Technologies
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Mary Leisses	Mary Leisses joined Starkey in June 2006. She has more than 20 years of experience in the hearing healthcare and bio-medical fields, including working in clinical practice for major hearing aid manufacturers and biotech firms. Her background includes product development, project management, training, and education. Her personal areas of interest focus on aural rehabilitation and the successful coupling of technology with human lives. She obtained her bachelor's degree from the University of Wisconsin-Whitewater and her master's degree from University of Wisconsin-Stevens Point. Mary is currently the Director of Network Education and Training.
Financial Disclosure	Director of Network Education and Training
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Sarah Lewandowski	Sarah Lewandowski joined Starkey Hearing Technologies in 2013. Her current position at Starkey is that of Education and Training Audiologist for the CO, UT, WY, MT, ID, OR and WA area. Prior to Starkey Hearing Technologies, Dr. Lewandowski worked at Denver Ear Associates in Colorado where she obtained extensive experience in diagnostic audiological evaluations, fitting hearing aids, surgical nerve monitoring and assessing balance disorders. Dr. Lewandowski graduated from the University of Illinois Urbana-Champaign with a Doctorate in Audiology in 2011. She holds a Certificate of Clinical Competence through American Speech, Language and Hearing Association and is a fellow of the American Academy of Audiology and Colorado Academy of Audiology.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Stephanie Loccisano	Stephanie Loccisano, Au.D. is an audiologist in the Education and Training department at Starkey Hearing Technologies. Prior to joining Starkey, she completed her Audiology Residency at the New York Eye and Ear Infirmary. Loccisano graduated with a B.S. in Communicative Disorders and Sciences and Spanish Language from the State University of New York at Geneseo and an Au.D. from the University at Buffalo.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Phil Lyons	Joining Starkey Hearing Technologies in 1990, Phil Lyons is currently the Vice President of International Operations. Lyons is responsible for sales, marketing, product development for international markets, starting new facilities in new markets, and resolving issues regarding IT, production, sales, marketing, logistics and finance via working with key members of each area. Lyons received his Bachelor of Arts Degree in political science from the University of Minnesota.
Financial Disclosure	Senior Vice President of International Operations, Starkey Hearing Foundation
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Kate Marr	Kate Marr, CCC-A, AU.D. brings over 14 years of experience in the field of Audiology. Kate graduated from the University of Southern Mississippi and has worked in various markets around the Southeast. Dr. Marr resides in Atlanta GA with her family.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	None
Morgan Mason	Morgan Mason is a Retail Digital Marketing Strategist with Starkey Hearing Technologies. She joined the retail marketing team in 2011 and has enjoyed working with different hearing professionals in growing their practices through different marketing channels. Morgan currently focuses on Starkey Hearing Technologies retail digital initiatives, and consulting their partner in the digital marketing world. Morgan received her B.A. from ST. Cloud State in 2009 in International Business and Marketing.
Financial Disclosure	Retail Digital Marketing Strategist
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Chris McCormick	Since beginning with the company more than 15 years ago, he has held several positions within the sales and customer organizations including Sales Representative, Midwest Regional Sales Director, Senior Director of Sales Operations and Customer Service, and Senior Director of Marketing and Communications. Today, McCormick oversees the wide variety of internal and external marketing and communication activities for Starkey Hearing Technologies including business-to-business relations with customers, retail marketing activities, public relations, social media and web site development. He holds a bachelor's degree in marketing from the Herberger College of Business at St. Cloud State University.
Financial Disclosure	Vice President of Marketing
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Aaron McCrone	Aaron McCrone graduated from the University of Nebraska-Lincoln in May 2000 with his Master=s of Science in Audiology. During this time, he experienced a vast array of clinical settings ranging from a military hospital to an educational setting. After graduating, he moved to Everett, WA where he practiced for two years in a private practice setting. Mr. McCrone was a commercial sales manager in the industry from March 2002 through August 2007. During this time, he spoke at state meetings and conducted community Conferences providing hearing healthcare information to patients. He joined Starkey Government Services in September 2007 where he is currently a Government Sales Executive for the western US. Currently Mr. McCrone resides in Omaha, NE with his wife and two sons.
Financial Disclosure	Government Service Field Sales Executive
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Beasan McKee	Beasan McKee earned her undergraduate degree in communication sciences and disorders from North Carolina State University followed by and Au.D. from Nova Southeastern University. She joined NuEar as an Education and Training Manager in June 2008 educating dispensers, audiologists and colleagues on the newest technology, software and advanced fitting strategies, keeping them on the cutting edge of their profession. In 2009, Dr. McKee became a Regional Business Manager for NuEar focusing on growth, development and practical business solutions for hearing professionals. Dr. McKee then joined the Corporate Education and Training tem for Starkey 2011 providing technical and product training to customers, prospective customers and Starkey Hearing Technologies employees.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Sara Meshulam	Sara Meshulam, Au.D. is a Field Technology Specialist for the Indiana and Cincinnati/Dayton territory. Dr. Meshulam joined the Starkey Hearing Technologies team in July of 2014 after completing her B.A. at Indiana University and her Au.D. at Arizona State University. While obtaining her degrees, she completed research in the realms of auditory processing, auditory perception and aural rehabilitation. Dr. Meshulam's clinical experience includes time spent in private practice, the Mayo Clinic Hospital and ENT offices. In addition, she provided diagnostic and rehabilitative services at an otolaryngology office and private practice in Indiana. Dr. Meshulam has been dispensing hearing aids throughout her education and has extensive experience with a wide range of amplification and tinnitus products.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	None
Adriana Miciak	Adriana Miciak, Au.D. is the Field Technology Specialist for South Texas. Dr. Miciak holds a B.A. in Communication Disorders from the University of Alabama and Au.D. from the University of Texas at Austin. Prior to joining Starkey Hearing Technologies in 2014, Dr. Miciak worked for the University of Texas System and Baylor college of Medicine. Dr. Miciak is a member of the American Speech-Language-Hearing Association, a fellow of the American Academy of Audiology and is a licensed audiologist by the State of Texas.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Kyle Miller	Kyle Miller is a Territory Sales Representative for the Los Angeles, CA territory. Kyle joined the Starkey Team in August 2015 and brings with him a degree in Audio Engineering from McNally Smith College of Music in Saint Paul, MN. Before Starkey, he spent some time working in the audio post-production industry in Studio City, CA, spent 3 years working as a Whale Naturalist in Maui, HI and most recently worked as a Senior Sales Rep for Lifetime in Saint Louis Park, MN. Kyle has a great understanding of audio signal flow, acoustics and audio components. With years of experience in sales and customer service, Kyle prides himself on providing the best customer experience possible and works with the utmost integrity
Financial Disclosure	Territory Sales Representative
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Chasity Moore	Chasity Moore, Au.D. CCC-A is a Government Services Territory manager. Dr. Moore recently joined the Starkey Hearing Technologies team in January of 2015 after completing her B.S. and her Au.D. at Arizona State University. While obtaining her degrees, she worked in the Cochlear Implant Research Lab focusing on bimodal research and she helped found Hearing for Humanity a sustainable audiology mission to Africa. Dr. Moore's clinical experience includes time spent in private practice, the Mayo Clinic Hospital, ENT, and the VA. This past year, she provided diagnostic and rehabilitative services at a private audiology practice in Phoenix. She volunteers her time working with a political action committee to promote hearing healthcare legislation. Dr. Moore has been dispensing hearing aids throughout her education and has extensive experience with a wide range of amplification and tinnitus products.
Financial Disclosure	Government Services Field Sales Executive
Non-Financial Disclosure	None
Robert Morrison	Rob Morrison joined Starkey Hearing Technologies in 2010. Dr. Morrison's current role is that of a Regional Business Manager in Florida. Prior to Starkey Hearing Technologies, he was a Director of Operations and Audiology for an Arizona based start-up hearing aid manufacturer. Dr. Morrison maintains his Florida Audiology license and is a member of the Florida Academy of Audiology and American Doctors of Audiology. He graduated from Indiana University with both his Master's and Doctorate in Audiology.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Ryan Munoz	Ryan Munoz started in the hearing industry in 2001 with a sales and business focus. He joined Starkey Hearing Technologies in 2012 as a Business Development Executive. Munoz received his Bachelor of Arts in business and economics from George Fox University. He resides in New Jersey with his wife and two children.
Financial Disclosure	Regional Business Manager
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

J. Michael Myers	Michael Myers joined Starkey Hearing Technologies in January 2008 as an Education and Training Audiologist, providing training on Starkey products and software for customers across the US. Dr. Myers obtained his B.S. in Education from Edinboro (PA University, his M.A. in Audiology from Cleveland State University and his Au.D. from the Arizona School of Health Sciences. Prior to joining Starkey, Dr. Myers worked in clinical practice for 20+ years and has extensive experience in diagnostic hearing and balance testing, as well as hearing aid fitting and rehabilitative audiology. He is licensed to practice audiology in Pennsylvania and Ohio and is a long-standing member of the American Academy of Audiology.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
John Norling	John Norling has been in the hearing industry for 13 years and has been in his current role of Territory Account Manager for Northern Illinois and Southern Wisconsin for just over a year and a half. He is responsible for cultivating new business by developing marketing strategies for accounts and helping them to execute sound business practices. He received his B.S. in Psychology from Bemidji State University.
Financial Disclosure	Territory Sales Representative
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Carol Olson	Carol Olson is the Director of Consumer and Digital Marketing for Starkey Hearing Technologies. She has more than 20 years of consumer, channel and digital marketing experience across retail, services and consumer goods industries. Olson is responsible for the development of national consumer communications strategies and programs to Supporter product launches, corporate lead generation and retail marketing initiatives. She also leads the development of the company's corporate Internet strategy and digital marketing including B2B and B2C website development, web analytics and all search engine optimization (SEO) initiatives. Olson holds a bachelor's degree from Michigan State University – East Lansing, Michigan.
Financial Disclosure	Director, Consumer and Digital Marketing, Starkey Hearing Technologies
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Rachele Orsini	Rachele Orsini joined Starkey Hearing Technologies in 2012. Her current position at Starkey is the Central Florida Field Sales Representative. Prior to Starkey, Rachele worked as a clinical audiologist in the Tampa Bay area performing diagnostic testing, dispensing hearing aids and executing aural rehabilitation programs. Rachele graduated from West Virginia University in 2000 with her B.S. in Speech Pathology and Audiology and went on to earn her Doctor of Audiology in 2004 from the University of South Florida. She remains an active member of the Florida Academy of Audiology and will serve on the Board in 2016.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Luke Pankratz	Luke Pankratz is a Territory Sales Representative. His territory includes parts of Iowa, Illinois, Kansas and Missouri. Luke joined the Starkey Hearing Technologies team in October 2012. He is responsible for cultivating new business and strengthening existing relationships by developing marketing strategies, strategic planning and assisting accounts to execute sound business practices. Luke holds a professional certificate from Bellevue University in Bellevue, NE in Professional Sales and Management. In 2012, Luke completed his Six Sigma-Green Belt certificate through Villanova University in Villanova, PA.
Financial Disclosure	Territory Sales Representative
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Paul Pessis	Dr. Paul Pessis is the owner and founder of North Shore Audio-Vestibular Lab. He has been practicing audiology for more than 35 years. He lectures nationwide and is an instructor for doctoral audiology students at Rush and Northwestern Universities. He is active at both the national and state levels. He is a past president of the American Academy of Audiology (AAA) a 12,000 member national organization.
Financial Disclosure	Dr. Pessis is a guest speaker receiving an honorarium.
Non-Financial Disclosure	Dr. Pessis developed the patient program discussed in this course.
Daniel Pink	Daniel H. Pink is the author of five provocative books about business, work, and management – including the long-running New York Times bestsellers A Whole New Mind, Drive and To Sell Is Human. Dan's books have been translated into 34 languages and have sold more than 2 million copies worldwide. He is also host and co-executive producer of Crowd Control", a new TV series about human behavior that airs on the National Geographic Channel. Dan lives in Washington, DC with his wife and their three children.
Financial Disclosure	Mr. Pink is a guest speaker receiving an honorarium.
Non-Financial Disclosure	Author of five books about business, work and management

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Carolyn Pinkerton	Carolyn Pinkerton, Au.D. is an audiologist on the Education and Audiology team at Starkey Hearing Technologies. Based out of the Starkey headquarters in Eden Prairie, MN, Dr. Pinkerton serves as the Manager of Government Services in the Education and Training department and is active in the Starkey University program offerings. Dr. Pinkerton joined the Starkey team after completing her Au.D. at Northeastern University in Boston, MA. Her clinical experience includes time spent in private practice, pediatric audiology, ENT clinical and VA hospitals. Dr. Pinkerton also served as a research assistant investigating monaural cochlear implantation and was a co-founder of the hearing conservation program at the New England Conservatory.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Mike Poppen	Mike Poppen has spent almost 20 years with Starkey Hearing Technologies. He started with Starkey Labs in the Quality Management group. Poppen then moved to the engineering department and later to the sales division. In sales, he held many positions including Territory Sales and Regional Sales Director. Poppen earned his degree in electronics from Gateway Institute of Technology in 1983. He is married with two children.
Financial Disclosure	Regional Business Manager
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Stephanie Porowski	Stephanie Porowski joined Starkey Hearing Technologies in 2013. Prior to joining Starkey Hearing Technologies, Stephanie worked as a dispensing audiologist at a private practice in New York, NY from 2011-2013, as well as a clinical audiologist at a hospital in Greenville, NC from 2009-2011. Stephanie is originally from Ohio. She received her B.S. from Ohio University in Athens, OH in 2005, and her Au.D. from the University of Cincinnati in 2009.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Meghan Powell	Meghan Powell began working for Starkey in October 2011 as a Field Sales Representative covering AR, LA and TX. As a field rep, her duties include hearing aid sales, training and continuing education. She received her B.A. in Communicative Disorders from University of Mississippi and continued to receive her doctorate in Audiology from University of Arkansas medical Sciences program. After graduate school, Dr. Powell worked as a staff audiologist for a children's hospital in Arkansas where her duties included clinical audiology, special testing, hearing aid dispensing, bone anchored hearing aid dispensing and research.
Financial Disclosure	Field Sales Executive
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Eileen Puterski	Eileen Puterski, M.S., CCC-A, FAAA is the Systems Supporter Audiologist for Northland Hearing/All American Hearing, She provides clinical training, marketing Supporter and clinical Supporter to the company's audiologists and hearing instrument specialists through the US. Ms. Puterski received her B.A. in Speech from the University of Connecticut and her M.S. in Communicative Disorders from the University of New Mexico. She practiced audiology and hearing aid dispensing in hospitals, ENT offices and a community speech and hearing center before opening and operating her own practice in Las Vegas, NV. She joined Northland Hearing in 2010.
Financial Disclosure	Trainer for Northland Hearing, Strategic Partner of Starkey Hearing Technologies
Non-Financial Disclosure	None
Kevin Ramsey	Kevin Ramsey joined the Starkey Sales team in January 2007 and is the field Technology Specialist covering TN and KY. Prior to joining Starkey, Dr. Ramsey worked as a clinical audiologist for 4 ½ years in both FL and TN, during which time, he dispensed hearing aids and provided diagnostic services to patients of all ages. He received his B.S. in Biology from Middle Tennessee State University, his M.A. in Audiology from the University of Tennessee and his Au.D. From Arizona School of Health Sciences.
Financial Disclosure	Field Sales Executive
Non-Financial Disclosure	None
Cassandra Reyna	Cassandra Reyna is a Field Sales Representative for the West Texas/New Mexico territory. Cassandra joined the Starkey Hearing Technologies team in July 2015. She holds a Bachelor of Science in Rehabilitative Services from the University of Texas-Pan American. She is also licensed as a Hearing Instrument Specialist in Texas and Arizona. Cassandra's clinical experience includes time spent in private practice and ENT settings. Prior to joining the Starkey team, she worked in a private practice in Arizona where she prescribed and dispensed hearing instruments to patients. She has also spent time in an otolaryngology office in Texas dispensing hearing aids as well as working with a Cochlear Implant team where she helped patients through post-procedure care. Cassandra has extensive experience with a wide range of amplification products.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Lisa Richards	Lisa Richards has been a champion in the field of hearing healthcare for over 20 years and is currently serving as the Vice President of Sales and Customer Relations for Starkey Hearing Technologies, located in Eden Prairie, MN. In her role, Richards is responsible for creating and leading organizational excellence as well as providing the strategic direction for our customer facing teams in Sales and Customer Relations. She has demonstrated exceptional leadership through cross-departmental process improvement, coaching and developing team members, and advancing the company vision to serve our customers better than anyone else.
Financial Disclosure	Vice President of Sales & Customer Relations
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Steve Richards	Steve Richards is the Vice President of Network Development for Starkey Hearing Technologies. In this role, he is responsible for leading and growing the company's customer networks. With more than 25 years of industry experience, Richards has a proven track record in sales and management. He started his career building hearing aids at a small family-owned hearing aid manufacturing company and joined Starkey Hearing Technologies in 1992 as a field sales representative for Omni Hearing Systems. He has held a number of leadership roles in the company including Managing Director of Starkey Texas, Managing Director of Audibel and Senior Managing Director of Exclusive Networks.
Financial Disclosure	Vice President of Network Development
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Paul Riding	Paul Riding has a variety of experience in all facets of the hearing aid retail industry. Starting almost 34 years ago in 1981, he has worked as a dispenser, manager and business owner. He has served on various state boards and industry panels throughout the years. Paul was board certified in hearing Instrument Sciences in 1994. He has worked for All American Hearing for 10 years and is a Managing Director, overseeing retail operations in the Northwest part of the U.S.
Financial Disclosure	Managing Director, All American Hearing
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Rom Romani	Rom Romani is a Field Technology Specialist with Starkey Hearing Technologies. Rom works in the Central Region, is based out of Michigan, and is involved in strategic planning, business development and execution of initiatives for Michigan Hearing Health professionals. Rom has been with Starkey since November of 2013 and has over 20 years' experience in technology sales and marketing with fortune 500 companies like Xerox, Bard Medical, Teleflex Medical and Sonova/Phonak helping customers improve their sales and marketing results through business development, technology implementation strategies and staff trainings. Rom holds a B.A. in Business Administration and a minor in Finance from Aquinas College in Grand Rapids, MI.
Financial Disclosure	Field Sales Executive
Non-Financial Disclosure	None
Amber Rosen	Amber Rosen, Au.D. joined Starkey Hearing Technologies in 2014 as the field technology specialist for MD, DC, VA and WV. Following three years of majoring in Education of deaf and hard of Hearing Persons at Indiana University of PA, she changed her major to Speech and Hearing Sciences and graduated with a B.S. from East Carolina University. She obtained her Doctorate of Audiology from Salus University. Prior to joining Starkey Hearing Technologies, Dr. Rosen was working as an audiologist in private practice in Maryland where she still holds her state license.
Financial Disclosure	Field Sales Executive
Non-Financial Disclosure	None
Michael Rosenblatt	Michael P. Rosenblatt, Au.D. is an audiologist with Starkey Hearing Technologies in the Education and Training Department. Michael has spent much of his 30 plus years in the field providing educational programs with a focus on technology and patient management. Dr. Rosenblatt's professional background, in addition to extensive experience training new and seasoned professionals in core patient interaction skills, includes hearing instrument dispensing and managing a corporate training department. Dr. Rosenblatt has presented at numerous state, national and international conferences.
Financial Disclosure	Network Training Specialist
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

D'Anne Rudden	D'Anne Rudden, a board-certified Doctor of Audiology, has been named one of the Top Independent Doctors of Audiology by 5280 Magazine. She is an expert in the fitting, dispensing and programming of advanced hearing technology and in the diagnosis of hearing problems. In addition to her expertise in hearing, Dr. Rudden specializes in the diagnosis and treatment of patients who suffer from tinnitus and hyperacusis. Dr. Rudden has served the Longmont, CO community for over 15 years. She received her board certification from the American Board of Audiology in 2006 and earned a Doctorate of Audiology degree from the Arizona School of Health Sciences in 2004 and a master's degree from the University of Colorado. She served as the Vice President of Professional Issues for the Colorado Academy of Audiology from 2007-2009 and continues to advance her skills through training and education as a member of many audiology professional organizations.
Financial Disclosure	Managing Director, All American Hearing
Non-Financial Disclosure	None
Natalie Saba Brown	Natalie J. Saba Brown, Au.D. CCC-A is an Education and Training Audiologist. Dr. Saba Brown joined the Starkey Hearing Technologies team in June of 2014 after working clinically for 2 years. She completed her B.S. at Minnesota State University, Mankato and her Au.D. at Arizona State University.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	None
Pete Salmi	Mr. Salmi has over 20 years of experience in the development and manufacturing of custom and standard hearing aids and accessories. Over the past 12 years at Starkey Hearing Technologies, Salmi has developed a proven track record of maturing organizational and development processes within product development. Currently, he leads the Mechanical, Electroacoustic, Wireless, Systems and Microelectronic Design engineering groups and Documentation Services. Salmi earned a BSEE with an emphasis in acoustics from the University of Minnesota and is co-author of several patents.
Financial Disclosure	Vice President of Hardware Development
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation; co-author of Starkey patents

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Brandon Sawalich	Senior Vice President Brandon L. Sawalich has been with Starkey Hearing Technologies since 1994, when he started his career as an Inside Sales Executive. Since then, he has built expertise in nearly all aspects of sales and marketing in the hearing industry, and today leads Starkey Hearing Technologies' Sales, Marketing and Customer Relations teams. He is responsible for helping move the company forward through strategic development, as well as planning and executing key growth initiatives. Additionally, he is charged with building and strengthening relationships with customers. In his leadership roles, Sawalich has helped the company achieve overall growth and has built excellent teams to tackle the challenges that customers and patients face every day.
Financial Disclosure	Senior Vice President of Sales, Marketing and Customer Relations
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Ken Schmidt	Ken is a Brand Visionary and Former Communications Strategist for Harley-Davidson Motor Company. As the former director of communications for Harley-Davidson, he played an active role in one of the most celebrated turnarounds in corporate history – and got paid to ride motorcycles. In 1997, Schmidt left Harley-Davidson to take an ownership position with a highly successful Chicago-based marketing firm, VSA Partners. In addition to Harley-Davidson, VSA serves many other of the world's best-known brands, including General Motors, Coca-Cola, IBM and Campbell's Soup. In July 1999, he sold his portion of VSA to start his own business, Ken Schmidt Company, and slow down the pace of his life. Now Schmidt is a frequent speaker to business groups and academic communities throughout the world.
Financial Disclosure	Ken Schmidt is a guest speaker receiving an honorarium
Non-Financial Disclosure	Ken Schmidt is the owner of the Ken Schmidt Company
Randy Schoenborn	Randy Schoenborn owns and operates more than 50 NewSound Hearing Aid Centers in Texas, having grown the business from three locations in 2002. Formerly, Schoenborn spent 19 years with Starkey Hearing Technologies in a variety of roles including hearing aid technician, sales representative, regional manager, national sales manager and facilities general manager. A husband and father of three, Schoenborn earned a B.S. in liberal arts from Oregon State University and has served on the Board of the Texas hearing Aid Association and the Hearing Health International Institute. He is currently a Starkey Hearing Foundation board member.
Financial Disclosure	Mr. Schoenborn is a guest speaker receiving an honorarium.
Non-Financial Disclosure	Mr. Schoenborn developed the patient program discussed in this course; Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Colleen Seisler	Colleen Seisler is a Territory Sales Representative for the greater Philadelphia area for Starkey Hearing Technologies. She has supported the customer relations department, prosite development and the sales team. She is a tremendous resource to her teammates as her customer service and systems background provide a working knowledge base that allows for action attention to customers' needs. When not working, colleen is an avid member of her Toastmasters group at Starkey and mentors new employees. In her current role, Colleen strives to bring value to every conversation she has, and serve her customers better than anyone else.
Financial Disclosure	Territory Sales Representative
Non-Financial Disclosure	None
Alex Seitz	Alex Seitz is the Territory Sales Representative for the Los Angeles and Orange County territory. Alex joined the Starkey team in 2013 and has been in his current role since that time. Alex has a degree in Marketing Management from the University of St. Thomas. Prior to joining Starkey, Alex spent six years in B2B sales within the electronic component industry
Financial Disclosure	Territory Sales Representative
Non-Financial Disclosure	None
Maureen Seydel	Maureen Seydel joined Starkey Hearing Technologies in 2003. Her current position at Starkey is Senior Field Technology Specialist. Prior to Starkey Hearing Technologies, Maureen was the Territory Manager for the Northwest with Phonic Ear. Maureen maintains her California hearing aid dispensing license that she first earned in 2010. She graduated from Sonoma State University in Rohnet Park, CA, with A B.S. degree in Business and Marketing.
Financial Disclosure	Field Sales Technical Specialist
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

John Sheehan	John Sheehan joined Starkey Hearing Technologies in September 2011 as a Sales Representative with the NuEar brand. In this position, John was instrumental in driving customer utilization of social media strategies and was a leader amongst his colleagues in promoting the use of social media channels such as Facebook and LinkedIn as sales prospecting tools. He transitioned into his current role of Community Manager in August 2015, where he continues to drive efforts aimed at the development and Supporter of the Starkey Hearing Technologies through many avenues, including social media. John has also been active with the Starkey Hearing Foundation traveling to Africa on two separate occasions as well as a mission to the Dominican Republic, which have been documented in dozens of photos uploaded to sites like Instagram, Facebook and Twitter. Prior to joining Starkey, John's career began in television where he worked behind the scenes as a news photographer and then as a producer. He later transitioned out of TV and worked as a Media Relations specialist for a law enforcement agency in Fort Myers, FL.
Financial Disclosure	Community Manager, Starkey Hearing Technologies
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Britta Shroyer	Britta joined Starkey Hearing Technologies just over two years ago as a Customer Service Representative for the Government Services department, with a background in Speech-Language-Hearing Sciences from the University of Minnesota, Twin Cities. She recently moved to the role of Government Account Executive for the Southwest US, working with an outside Territory Manager to build relationships and provide Supporter to customers.
Financial Disclosure	Government Service Inside Sales Executive
Non-Financial Disclosure	None
David Shuttleworth	David Shuttleworth received his A.S. in Electrical Engineering from Delaware Tech. He has been in the hearing health industry since 1995 providing technical Supporter for special equipment such as hearing and balance equipment and holds certification from the National Association of Special Equipment Dealers. Mr. Shuttleworth joined Starkey Hearing Technologies as a Field Technology Specialist in 2014.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	None

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Kate Simek	Kate Simek joined Starkey Hearing Technologies in 2007 with a background in advertising, strategy development and brand marketing. Prior to that, she worked in advertising on brands such as Porsche Cars North America and Northwest Airlines. Since starting her career at Starkey Hearing Technologies, she has lead both Product Marketing and Brand Marketing teams. In her current role as Director of Professional Marketing, she oversees product launches, brand development and strategy, business-to-business marketing activities and corporate international marketing efforts. She holds a bachelor's degree in psychology from Dickinson College in Carlisle PA.
Financial Disclosure	Director of Professional Marketing, Starkey Hearing Technologies
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Gregory Smith	Gregory J. Smith, Au.D. CCC0-A, has served as a Field Technology Sales Specialist with Starkey Hearing Technologies since 2011. Greg came to Starkey with over 10 years of experience as a clinical audiologist. He established and managed the Adult Hearing Aid Dispensing Program and the UNC Hospitals Hearing and Voice Center at Carolina Pointe in Chapel Hill, NC. Prior to working at UNC Hospitals, Greg started his career as a clinical audiologist at Mayo Clinic in Rochester, MN. Originally, Greg was hired as a clinical fellow at Mayo Clinic and went on to specialize in the diagnosis and treatment of vestibular disorders. Greg received his master's degree in audiology and his bachelor's degree in Speech and Hearing Science from the University of Iowa and his clinical doctorate of audiology from A.T. Still University.
Financial Disclosure	Field Technology Sales Specialist
Non-Financial Disclosure	None
Sean Smith	Sean Smith is the Director of Regional Sales for the Midwest at Starkey Hearing Technologies. Sean joined the Starkey Hearing Technologies team in 2010, after spending several years in Technology sales. Sean earned his BA in Business Management from Gustavus Adolphus in 2005.
Financial Disclosure	Director of Regional Sales
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Tom Smith	Tom Smith is the Regional Director of Sales for Starkey Hearing Technologies. Tom has his B.A. from Upper Iowa University in Fayette, Iowa. Starkey hired Tom on September 23rd, 2014 to manage Revenue growth in the South Region. There are 10 Sales Representatives that report to Tom, four of these are Audiologists.
Financial Disclosure	Director of Regional Sales
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

M. Lynn Stephenson	Lynn Stephenson earned her M.A. in Audiology in 1993 and then went on to complete her Ph.D. in Speech & Hearing Science from the University of Tennessee in 2000. With over 20 years' experience in the field of Audiology, Dr. Stephenson has worked in large hospitals, multiple physician ENT practices and taught at the university level. Her primary interests are amplification and use of assistive listening devices. Dr. Stephenson has presented many technical and practical presentations at national and state meetings. She joined the Starkey Hearing Technologies family in November 2010 as a Field Sales Executive.
Financial Disclosure	Field Sales Representative
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Brian Sundberg	Brian Sundberg, HIS is a Territory Sales Representative for the Alabama, Mississippi and southern Louisiana territory. Mr. Sundberg re-joined the Starkey Hearing Technologies team in June 2015 after dispensing for Miracle Ear in the Twin Cities. In addition, Mr. Sundberg has worked as an inside sales representative for Rexton and Hansaton USA and dispensed hearing aids in private practice settings. Mr. Sundberg has been dispensing hearing aids for over ten years and has extensive experience with a wide range of amplification products.
Financial Disclosure	Territory Sales Representative
Non-Financial Disclosure	None
Jeremy Swanson	Jeremy Swanson began his career at Starkey hearing Technologies working as an audiologist in inside sales in October of 2008. Dr. Swanson currently serves as the Director of Regional Sales for the eastern US and is responsible for sales growth strategy, operations and development of the region. His clinical experience includes hearing aid dispensing, diagnostic testing, industrial hearing conservation and counseling. Dr. Swanson earned his B.A. in Communication Sciences and Disorders from the University of North Dakota, Master's Degree in Audiology from the University of Nebraska-Lincoln and his Au.D. through Arizona School of Health Sciences.
Financial Disclosure	Director of Regional Sales
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Kimberly Toppel	Kimberly Toppel currently holds the position of Regional Business Manager for Starkey Hearing Alliance. Dr. Toppel has worked with Starkey for over 8 years within the sales department and has 16 years of hearing industry experience. Previous to her role at Starkey, she worked in a multi-office private practice owner with offices in various states. Dr. Topple also held a clinical Supervisor position with the University of Louisville's Au.D. Program. She earned a Master's degree from Auburn University and her Au.D. from Pennsylvania college of Optometry's Audiology Program. Dr. Toppel's experience covers many aspects of the hearing industry including product training, business development and management, marketing and comprehensive diagnostic audiology and hearing aid services.
Financial Disclosure	Regional Business, Starkey Hearing Alliance
Non-Financial Disclosure	None
Tim Trine	Tim Trine is the Chief Technical Officer at Starkey Laboratories. In this role, Dr. Trine is responsible for the leadership of all research and development activity at Starkey. He leads a staff of approximately 300 scientists, audiologists, engineers, technicians, and Supporter personnel who research, design and develop new technologies and products to improve hearing and communication. Tim's focus is on the organizational development for an always-growing R&D community at Starkey as well as steering the short- and long-term product development roadmaps. Tim received his Bachelor's degree in Communicative Disorders from California State University, Northridge, his Master's degree in Audiology from Vanderbilt University and his Ph.D. in Hearing Science from the University of Minnesota.
Financial Disclosure	Chief Technical Officer, Starkey Hearing Technologies
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation and co-author of Starkey patents
Dennis VanVliet	Dennis Van Vliet, Au.D. has worked as an audiologist in medical, educational and private practice settings. Professional activities have included formation of the Independent Hearing Aid Fitting Practicum, a volunteer study group that developed a comprehensive hearing aid fitting protocol for nonlinear hearing aids. He has been invited as a speaker in the U.S., Canada and Germany to present information on a variety of hearing aid technology topics and other professional issues. Van Vliet earned a B.S. from the University of California, Irvine, his M.A. in audiology from California State University and an Au.D. from Central Michigan University.
Financial Disclosure	Senior Director of Professional Relations, Starkey Hearing Technologies
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Derek Walz	Prior to joining Starkey Hearing Technologies in 2008, Derek worked in sales, specifically involved in the financial markets sector. During his tenure at Starkey Hearing Technologies, he has worked both field sales and inside sales throughout most of the Western US. Most recently as Director of Corporate Partners, he now manages all practice management partners, buying groups, third party, and managed care programs. Derek is a graduate of Minnesota State University, where he majored in Finance and minored in Business Administration.
Financial Disclosure	Director of Corporate Partners
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation
Rhiannon Workman	Rhiannon Workman is currently a Regional Business Manager for Starkey Hearing Alliance. She has over 12 years of industry experience including four years of clinical-based ENT practice and private practice. Workman completed her undergraduate training in communication disorders at Michigan State University and her master's in audiology at Wayne State University. She completed her Doctor of Audiology at Salus University. Workman's primary professional interest is retail hearing instrument practices. Workman lives in the Detroit area with her husband, Mike, and her son, Grady.
Financial Disclosure	Regional Business Manager
Non-Financial Disclosure	None
John Yuccas	John Yuccas is a Territory Sales Representative for sections of Indiana, Michigan and Ohio. He started his career in the hearing industry in 2012 as a Customer Service Representative at Starkey Hearing Technologies headquarters in Eden Prairie, MN. After being in that role for 2 years, John had the opportunity to join the Starkey Hearing Foundation team as an International Mission Liaison. While working in the Foundation, he traveled to 30 countries and helped the team fit thousands of patients in need of hearing aids. In August 2015, John transitioned into the Territory Sales Representative role where he is proud to work with hearing instrument professionals throughout his territory.
Financial Disclosure	Territory Sales Representative
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Talya Zell	Talya Zell, Au.D. is an Education & Training Audiologist for the Arizona and New Mexico territory. Dr. Zell recently joined the Starkey Hearing Technologies team in August of 2015. She completed her B.S. at the University of Florida and her Au.D. at San Diego State University/University of California San Diego. Dr. Zell's clinical experience includes time spent in university clinics, the San Diego VA Hospital, and ENT offices. This past year, she worked in the field of Intraoperative Neuromonitoring. Dr. Zell has been dispensing hearing aids throughout her education and has extensive experience with a wide range of amplification and tinnitus products.
Financial Disclosure	Education and Training Audiologist
Non-Financial Disclosure	None
Robert Zimmer	Rob, Manager of Inside Sales, has been working at Starkey for over 7 years. He is responsible for the account management of all VA Medical Centers, Indian Health Centers and Military Medical Facilities in the Northwest US. The thing he likes most about his job is the opportunity to help hearing professionals who give the gift of better hearing to our service members. Zimmer holds a bachelor's degree in Communications from St. Cloud State University.
Financial Disclosure	Manager of Inside Sales
Non-Financial Disclosure	Supporter of the Starkey Hearing Foundation

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Item 6: Promotional Materials

This course has been pre-registered to the following national CEU boards.

Board Hours | CEUs

ASHA

APPROVED PROVIDER ASHA CONTINUING EDUCATION AMERICAN SPEECH-LANGUAGE-HEARING ASSOCIATION

Starkey Hearing Technologies is approved by the Continuing Education Board of the American Speech-Language-Hearing Association (ASHA) to provide continuing education activities in speech-language pathology and audiology. **See course information for number of ASHA CEUs, instructional level and content area.** ASHA CE Provider approval does not imply endorsement of course content, specific products or clinical procedures.

This course is offered for 1.2 ASHA CEUs (Intermediate Level, Professional Area)

IHS

This program is approved by the International Hearing Society and its educational committee, the International Institute for Hearing Instruments Studies.

AAA

This course is offered for 1.2 AAA CEUs.

AMERICAN ACADEMY OF AUDIOLOGY Continuing Education in Audiology TM

Starkey Hearing Technologies is approved by the American Academy of Audiology to offer Academy CEUs for this activity. The program is worth a maximum of 2.0 CEUs. Academy approval of this continuing education activity is based on course content only and does not imply endorsement of course content, specific products, or clinical procedure, or adherence of the event to the Academy's Code of Ethics. Any views that are presented are those of the presenter/CE Provider and not necessarily of the American Academy of Audiology.

California Hearing Aid Dispensers Bureau

Course meets the qualifications for 12 hours of continuing professional development credit for hearing aid dispensers as required by the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board of California. Course approval number: TBD

California Continuing Education Professional Development (CPD)

Starkey Hearing Technologies is not a CE Sponsor for California's CPD Continuing Education Hours.

Florida CE Broker

Pre-registered for 12 continuing education clock hours for Florida licensed Audiologists and Hearing Aid Dispensers. Florida CE Sponsor Code: 50-1884

Kansas Department of Health and Environment

Pre-registered for 12 continuing education clock hours for Kansas licensed Audiologists by the Kansas Department of Health and Environment. Long-Term Sponsorship number LTS-1224.

New York Department of State Department of Licensing Services

Pre-registered for 12 continuing education clock hours for New York licensed Audiologists by the New York Department of State. Course approval number: TBD

North Carolina State Hearing Aid Dealers and Fitters Board

Pre-Registered for 12 continuing education clock hours (2.0 CEUs) by the North Carolina State Hearing Aid Dealers and Fitters Board. Course approval number: TBD

In addition, this course has been pre-registered with Arkansas, Kansas Hearing Aid Board, Louisiana, Oklahoma, South Carolina and Texas.

All other states accept the pre-registration from one or more of the national boards.

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Item 7: Assessment of Learning Outcomes

1. The attendee will be able to identify at least three innovative technologies that set new standards of performance and personalization.
2. The attendee will be able to list three adaptive strategies and tools to assist in the fitting and troubleshooting sessions.
3. The attendee will be able to list at least two wireless features that keep your patients connected.
4. The attendee will be able to list the steps top making a strong hearing aid recommendation to the patient.
5. The attendee will be able to list two ways to deliver personalized content at the right stage of the patient journey
6. The attendee will be able to list the elements of an effective product demonstration.
7. The attendee will be able to list at least two tools and strategies to determine the reason behind the patient report.
8. The attendee will be able to identify how evidence-based design is implemented in technology for your patients.
9. The attendee will be able to list two requirements for development of disruptive technology.
10. The attendee will be able to identify at least two components of a research study.
11. The attendee will be able to identify two considerations of cognitive issues as it relates to patient counseling
12. The participant will be able to list two strategies available to assist with patient counseling.

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Item 8: Continuing Education Program Evaluation

When name badge scanners are not used, participants are provided a course evaluation to provide feedback related to the course. The course evaluation should be returned prior to leaving the course.

When name badge scanners are used, Starkey Hearing Technologies contracts with Convention Strategy Group to complete the course evaluation electronically. An email with a link to the session evaluation will be distributed to participants in that session. Each session will have a combination of a 1 – 5 rubric and open-ended questions to elicit feedback on obtained knowledge and for improvement.

Sample Course Evaluation:
We value your input and want to improve our seminar to better meet your needs. Please share your impressions and comments below about this course. Session Title, Code, Time and Instructor will automatically be populated in the survey.

Please answer the following questions using the provided rubric.
1: Strongly Disagree 2: Disagree 3: Neutral 4: Agree 5: Strongly Agree

The information was useful and relevant to my practice	*1*	*2*	*3*	*4*	*5*
The instructor used the time wisely	*1*	*2*	*3*	*4*	*5*
The materials enhanced the instruction	*1*	*2*	*3*	*4*	*5*

Please answer the following questions.
My key learning from this session was: (open field for response)
What I will implement in my practice upon return is: (open field for response)
What I wish I had received from this program was: (open field for response)
Do you believe this session will have an immediate impact on you as a professional? (open field for response)

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Item 9: Instructional Personnel Disclosure

Please refer to Item 3: Instructional Personnel with Relevant Financial and Non-financial Information.

Instructional Personnel information is also posted to www.starkeypro.com

Item 10: Requirements for Satisfactory Completion: Attendance Verification

Starkey Hearing Technologies utilizes printed attendance documentation for classes of less than 600 hundred attendees. The Attendance Documentation includes attendance verification, CEU contact and licensure confirmation and the course evaluation and quiz.

For classes with more than 600 attendees, Starkey Hearing Technologies contracts with Convention Strategy Group. Convention Strategy Group submits a report of attendance data obtained via name badge scanners within two weeks of the course end date. Starkey Hearing Technologies reports attendance to all approved boards within 30 days of course end date. Letter of attendance will be sent to participants within 6 weeks of course end date. Participants will be sent a course evaluation and quiz to the email used to register for the course. The course evaluation and quiz must be submitted within 7 days of the course end date.

For board(s) that require a quiz, completion of the quiz is a required component for satisfactory completion of this course.

When name badge scanners are used, participants will only be reported to the national/state boards for the number of hours scanned via the name badge. No corrections will be made to the number of hours reported due to negligence of wearing the name badge on the part of the participant.

Participants will only be reported to the national and/or state boards indicated on the Participant Attendance Form. The CE Department of Starkey Hearing Technologies will complete roster corrections only in the event of clerical error. If the Participant Attendance Form does not indicate a national or state board, Starkey Hearing Technologies is not responsible for associated fees related to roster corrections resulting from incomplete Participant Attendance Forms.

Item 11: Cooperative Offering Disclosure

This course is not a cooperative offering.

Item 12: CE Administrator's Verification

As the CE Administrator for Starkey Hearing Technologies, I verify that all information submitted with this Activity Registration Form is correct and complete and meets the criteria set forth by national and state boards.

6425 Flying Cloud Dr.
Eden Prairie, MN 55344
T: 1.800.328.8602
www.starkey.com

Starkey Hearing Technologies CE Policies

Attendance Policy

Documentation of attendance will only be accepted prior to leaving the course offering. No Participant Attendance Forms will be accepted from the participant via US mail, email or FAX. Letter of Attendance cannot be provided retroactively. Letters of Attendance will only be distributed to participants who have completed the Participant Attendance Forms prior to leaving the course offering.

When name badge scanners are used, Starkey Hearing Technologies contracts with Convention Strategy Group to electronically track attendance using bar-coded name badges and scanner technology. Attendance documentation is submitted by Convention Strategy Group within two weeks of the course end date. Starkey Hearing Technologies reports attendance to all approved boards within 30 days of course end date. Letter of attendance will be sent to participants within 6 weeks of course end date. Participants will be sent a course evaluation and quiz to the email used to register for the course.

When name badge scanners are used, participants will only be reported to the national/state boards for the number of hours scanned via the name badge. No corrections will be made to the number of hours reported due to negligence of wearing the name badge on the part of the participant.

For board(s) which require a quiz, completion of the quiz is a required component for satisfactory completion of the course.

Participants will only be reported to the national and/or state boards indicated on the Participant Attendance Form. The CE Department of Starkey Hearing Technologies will complete roster corrections only in the event of clerical error. If the Participant Attendance Form does not indicate a national or state board, Starkey Hearing Technologies is not responsible for associated fees related to roster corrections resulting from incomplete Participant Attendance Forms.

Refund Policy due to Event Cancellation or Date Change

Starkey Hearing Technologies (SHT) reserves the right to cancel an event due to low enrollment, weather or other circumstances that would make the event non-viable. If SHT cancels an event, registrants will have the option to either receive a full refund or transfer registration to the same event at the new, future date. Refunds will be issued in the same form as which the payment was made. Please allow two weeks for processing.

Refund Policy due to Participant Cancellation

All cancellations must be received at least 24 business hours before the start of the event to receive a full refund. Cancellations must be received in writing. Registrants who cancel will not receive conference materials. Refunds will be issued in the same form as which the payment was made. Please allow two weeks for processing.

Resolution of Complaints Policy

Whenever a course participant has a complaint about a course or instructor, the participant must contact the Senior Director of Education and Audiology within 15 days of the course end date.

Transparency in Course Planning, Delivery and Marketing

Starkey Hearing Technologies discloses that there will be limited or no information provided about similar products or services during the course listed in this document. Speaker disclosures are included in the Speaker Biographies section.