Speaker: Marilyn Beverley  
Title: Keynote Presenter, Training Consultant, Breakout Session Presenter, Board Facilitator, and Author  
Company: MRB – Motivate…Resolve…Believe!  
Expertise: Motivational and inspirational speaking and training – corporate/volunteer/board of director board retreats  
Web site: www.themrb.org  
Phone: 810-987-2168  
E-mail: mrbeverley@comcast.net  
Address: 3105 Negaunee Ct., Clyde Township, MI 48049

Speaker: Carrie Brady  
Title: Principal, C. Brady Consulting, keynote speaker, author  
Company: C. Brady Consulting  
Expertise: Volunteer engagement, increasing HCAHPS scores, patient engagement  
Web site:  
Phone: 203-210-7484  
E-mail: cbradyconsulting@gmail.com  
Address: Connecticut

Speaker: Dr. Judith Briles  
Title: Keynote Speaker, Author, and Consultant  
Company: The Briles Group  
Expertise: Workplace issues, personal and professional development, conflict resolution, confidence building, personal finance, and leadership challenges  
Web site: www.briles.com  
Phone: 303-627-9179  
Address: P.O. Box 460880, Aurora, CO 80046

Speaker: Joan Brock  
Title: Speaker and Author  
Expertise: Inspiration, courage, and innovation  
Web site: www.joanbrock.com  
Phone: 520-760-0762  
E-mail: brocktalks@yahoo.com  
Address: Arizona

Speaker: Dave Caperton  
Title: Motivational Speaker, Author, Humorist, and Educator  
Expertise: Using healthy and compassionate humor to manage stress, cope with change, and boost personal and organizational success  
Web site: www.davecaperton.com  
Phone: 800-844-4384  
E-mail: info@goldstars.com  
Address: Ohio
Speaker: Courtney Clark  
Title: Speaker, author  
Expertise: Cancer survivor who speaks on resilient leadership, working with trauma survivors, healing through helping  
Web site: www.courtneylclark.com  
Phone: 512-494-4276  
E-mail: through website  
Address: Austin, TX

Speaker: Henry Cloud, Ph.D  
Title: Keynote speaker, author, trainer, clinical psychologist  
Expertise: Leadership, boundaries, team building  
Web site: www.drcloud.com  
Phone: 310-277-3900  
E-mail: info@drcloud.com  
Address: Beverly Hills, CA

Speaker: JoAnn Contorno  
Title: Motivational Speaker  
Expertise: Wellness strategies, communication, positive group support, goal setting, stress relief, and relighting the fire of enthusiasm for your occupation  
Web site: www.joanncontorno.com  
Phone: 520-682-4127  
E-mail: Via web site  
Address: 9150 Lambert Lane, Marana, AZ 85653

Speaker: Mary Cooper  
Title: President/Founder, keynote presenter, author  
Company: Engaging Outcomes, Inc.  
Expertise: Keynotes, training, leadership development, teamwork  
Web site: www.engagingoutcomes.com  
Phone: 407-497-0468  
E-mail: mcooper@engagingoutcomes.com  
Address: Orlando, FL

Speaker: Bill Crawford, PhD  
Title: Psychologist, Speaker, Trainer, and Coach  
Company: Crawford Performance Solutions  
Expertise: Leadership and team-building  
Web site: www.billcphd.com  
Phone: 832-722-6147  
E-mail: billcphd@aol.com  
Address: 1306 Devon Glen Dr., Houston, TX 77077
Speaker: Ken Culp III, PhD  
Title: Consultant for Volunteer Administration  
Company: Volunteer Solutions  
Expertise: Volunteer and nonprofit administration, volunteer development and service activities, and leadership development  
Web site: www.kenculp.net  
Phone: 859-227-7506  
E-mail: ken.culp@uky.edu  
Address: 1065 Durham Lane, Nicholasville, KY 40356-9075

Speaker: Randy Dean  
Title: Keynote speaker, trainer, author  
Company: Randall Dean Consulting and Training  
Expertise: Time management, email management  
Web site: www.randalldean.com  
Phone: 517-336-8906  
E-mail: randy@randalldean.com  
Address: Michigan

Speaker: Jeff Doucette  
Title: Health Care Executive, International Presenter, and Author (Jeff is vice president of Emergency Services at Bon Secours Health System in Suffolk, VA)  
Expertise: Work culture, communication, time management, stress management, and change management  
Web site: www.jeffdoucettern.com  
Phone: 816-806-6127  
E-mail: jeff@jeffdoucettern.com  
Address: Virginia

Speaker: Susan Ellis  
Title: President  
Company: Energize, Inc.  
Expertise: Consulting and training, volunteer management and staff development  
Web site: www.energizeinc.com  
Phone: 215-438-8342  
E-mail: susan@energizeinc.com  
Address: 5450 Wissahickon Ave., Philadelphia, PA 19144

Speaker: Rick Foster  
Title: Keynote presenter, trainer, author  
Company: Foster Hicks  
Expertise: Team culture, leadership, patient satisfaction  
Web site: www.fosterhicks.com  
Phone: 510-540-6000  
E-mail: Via web site  
Address: Bay Area, California
Speaker: Victoria Heidelman, CAVS  
Expertise: Volunteer management  
Phone: 949-433-8434  
E-mail: vheidelman@cox.net  
Address: California

Speaker: W. Scott Heisler, MBA, RN  
Title: Innovation Specialist  
Company: Kaiser Permanente Innovation Consultancy  
Expertise: Innovation  
Web site: www.calhospital.org  
Phone: 510-625-6169  
E-mail: scott.heisler@kp.org  
Address: 1800 Harrison St., Oakland, CA 94612

Speaker: Vicki Hess, R.N.  
Title: Keynote speaker, author  
Company: AHA Speakers Express  
Expertise: Leadership, change management, organizational culture, service excellence  
Web site: www.speakers-express.com  
Phone: 312-422-2749  
E-mail: Via web site

Speaker: Bev Johnson  
Title: President/CEO, keynote speaker and author  
Company: Institute for Patient and Family Centered Care  
Expertise: Patient and family-centered care  
Web site: www.ipfcc.org  
Phone: 301-652-0284  
E-mail: bjohnson@ipfcc.org  
Address: 6917 Arlington Road, Suite 309, Bethesda, Maryland 20814

Speakers: Larry & Meagan Johnson  
Title: Authors, Speakers, and Trainers  
Company: Johnson Training Group  
Expertise: Improving productivity, profitability, customer satisfaction, and employee morale through innovative management practices  
Web site: www.johnsontraininggroup.com  
Phone: 602-943-0985  
E-mail: larry@johnsontraininggroup.com  
Address: 1413 E. Cholla, Phoenix, AZ 85020
Speakers: Tobi Johnson
Title: Keynote speaker, author, trainer
Company: 
Expertise: Volunteer management, volunteer trends, volunteer recognition
Web site: www.tobijohnson.com
Phone: 206-799-9038
E-mail: info@tobijohnson.com
Address: Knoxville, TN

Speaker: Kathy Keaton
Title: Speaker, Clown, Author, and Entertainer
Expertise: Motivational speaking and humor therapy
Web site: www.piccolotheclown.com
Phone: 325-944-4746
E-mail: kpiccolo28@juno.com
Address: Texas

Speaker: Elaine Lundberg
Title: Humor Therapist
Expertise: Inspirational and motivational speaking
Web site: www.humortx.com
Phone: 602-574-1988
E-mail: elaine@humortx.com
Address: Arizona

Speaker: Mary McCormack, CAVS
Title: Professional Speaker and Volunteer Services Administrator
Company: Information Enterprises
Expertise: International speaker, author, and coach on volunteerism, association leadership, and organizational harmony
Web site: www.keyspeaker.com
Phone: 904-233-7973
E-mail: mary@keyspeaker.com
Address: P.O. Box 57122, Jacksonville, FL 32241

Speaker: Jan McInnis
Title: Comedian and Professional Speaker
Expertise: Humor keynotes and comedy shows
Web site: www.theworklady.com
Phone: 800-492-9394
E-mail: jan@theworklady.com
Address: Los Angeles, CA
Speaker: Joan M. Miller  
Title: Director of Member Relations  
Expertise: Strategically aligning healthcare volunteer resources and quantifying the impact of healthcare volunteer services.  
Company: American Hospital Association  
Phone: 312-422-3321  
E-mail: jmiller@aha.org  
Address: Chicago, IL

Speaker: Robert McMillan  
Title: Speaker, trainer, coach, author  
Expertise: Motivation, leadership, growth, transformation  
Web site: www.talentsoar.com  
Phone: 888-494-5021  
E-mail: robertcmcmillan.com  
Address: Highland, MD

Speaker: Lois Milne  
Title: Director, Volunteer Services  
Company: Morton Plant Mease BayCare Health System  
Expertise: Volunteerism – harmony through diversity  
Phone: 727-734-6439  
E-mail: lois.milne@baycare.org  
Address: 601 Main St., Dunedin, FL 34698

Speaker: Cathy Newton  
Title: Motivational Speaker, Author, Risk-Taking Expert  
Expertise: Handling change, performance improvement, leadership, and team building with confidence  
Web site: www.cathynewton.com  
Phone: 816-858-5806  
E-mail: cathy@cathynewton.com  
Address: Missouri

Speaker: Anne Obarski  
Title: Executive Director  
Company: Merchandise Concepts  
Expertise: Customer attraction and retention  
Web site: www.merchandiseconcepts.com  
Phone: 614-389-3248  
E-mail: anne@merchandiseconcepts.com  
Address: 603 Scotscraig Ct., Dublin, OH 43107
Speaker: John O’Leary  
Title: Motivational speaker  
Company: Rising Above by Jon O’Leary  
Expertise: Topics include industry-specific messages for health care, safety, education, and insurance/financial  
Web site: www.risingabove.com  
Phone: 314-822-3282  
E-mail: Via web site  
Address: 10900 Manchester, Ste. 206, St. Louis, MO 63122

Speaker: Pam Owens  
Title: Keynote speaker  
Company: Edge of Your Seat Consulting  
Expertise: Training, strategic planning, fundraising consulting, customer service, leadership development  
Web site: www.edgeoys.com  
Phone: 512-989-7950  
E-mail: info@edgeoys.com  
Address: Austin, TX

Speaker: Jennifer Page  
Title: Keynote speaker  
Expertise: Improving the patient experience, navigating the care continuum. She is the mother of a boy born with a congenital heart defect, who went on to star in a national advertising campaign  
Company: AHA Speakers Express  
Web site: www.speakers-express.com  
Phone: 312-422-2749

Speaker: Kent Rader  
Title: Keynote presenter, author, former hospital CEO and CFO  
Company:  
Expertise: Humor in the workplace  
Web site: www.kentraderspeaks.com  
Phone: 405-209-3273  
E-mail: kent@kentraderspeaks.com  
Address: Oklahoma

Speaker: The Rev. Dr. Steve Rottgers  
Title: Public Speaker and Humorist  
Company: Steve Rottgers Consulting  
Expertise: Volunteer formation and stewardship, leadership, self-awareness, quality, change, organizational growth, vision/core values discernment, and emotional intelligence  
Web site: www.steverrottgers.com  
Phone: 205-223-3638  
E-mail: srottgers1@aol.com  
Address: Missouri
Speaker: David Selberg  
**Title**: Executive Director  
**Company**: Pacific Pride Foundation  
**Expertise**: LGBT and HIV advocacy, including volunteer training  
**Web site**: [www.calhospital.org](http://www.calhospital.org)  
**Phone**: 805-963-3636  
**E-mail**: david@pacificpridefoundation.org  
**Address**: 126 East Haley St. #A-11, Santa Barbara, CA 93101

---

Speaker: Dorothy Sisneros  
**Title**: Founder and Managing Partner, speaker, trainer  
**Company**: Thunderbird Leadership Consulting  
**Expertise**: Patient engagement, leadership, strategic planning, service excellence, organizational dynamics, patient safety, change management  
**Web site**: [www.thunderbirdleadership.com](http://www.thunderbirdleadership.com)  
**Phone**: 602-615-1192  
**E-mail**: dsisneros@thunderbirdleadership.com  
**Address**: Phoenix, AZ

---

Speaker: Betsy Smith, PhD  
**Title**: Author, Speaker, and Executive Leadership Coach  
**Company**: E.L. Smith Consulting  
**Expertise**: Leadership development  
**Web site**: [www.elsmithconsulting.com](http://www.elsmithconsulting.com)  
**Phone**: 919-651-0908  
**E-mail**: betsy@elsmithconsulting.com  
**Address**: 326 Bridgegate Dr., Cary, NC 27519

---

Speaker: Beth Steinhorn  
**Title**: Keynote speaker, workshops, webinars, author  
**Company**: JFFixler Group  
**Expertise**: Volunteer engagement, organizational development  
**Web site**: [www.jffixler.com](http://www.jffixler.com)  
**Phone**: 303-699-1708  
**E-mail**: Email via website  
**Address**: Colorado

---

Speaker: Carole Starr  
**Title**: Co-Facilitator, Brain Injury Voices  
**Company**: New England Rehabilitation Hospital of Portland  
**Expertise**: brain injuries, life transformation  
**Phone**: 207/767-7357  
**E-mail**: cstarr@maine.rr.com  
**Address**: 10 Starboard Dr., Cape Elizabeth, ME 04107
Speaker: Colleen Sweeney, RN  
Title: Founder/Owner  
Company: Sweeney Healthcare Enterprises  
Expertise: Patient experience, patient-centered care, HCAHPS improvement  
Web site: www.sweeneyhealthcareenterprises.com  
Phone: 574-309-2786  
E-mail: sweeneyhealthcare@gmail.com  
Address: South Bend, IN

---------------------------------

Speaker: Avi Zaraya  
Title: Keynote speaker and author  
Company:  
Expertise: Healthcare volunteer services, patient satisfaction, volunteer empowerment  
Web site:  
Phone:  
E-mail: avi.e.zaraya@gmail.com  
Address: Los Angeles

---------------------------------