



Online Trainings

SIGNING UP FOR COURSES

In order to take a course, simply click on the course name in the Course Catalog. This will take you to the Course page. At the top of the Course page is the Course Description which will let you know more detail on the training you are about to take. At the bottom of the page are two buttons, "Course Repository Files" and "Contact Course Instructor." The "Contact Course Instructor" button allows you to obtain more information on the subject matter of the course from the instructor. The "Course Repository" button allows you to obtain additional information and/or files from the subject matter. Both of these buttons can be found while taking the course. Clicking the "Web-based Training" will begin the course.

Contact Course Instructor

Course Repository Files (2)

ASSIGNING CURRICULUMS

Owners and Managers have the ability to assign curriculums to students within their dispenser number. To assign a curriculum to a student, first select the user on the User Manager page. Scroll about half way down the page and you will see the "Assigned Curriculums for Training" control. Click on the "Modify" button on the upper right of the control. Now simply select the curriculum that you would like the student to be assigned. Don't forget to save!

If you ever need any help, please do not hesitate to contact us at beltoneuniversity@beltone.com.

Curriculums

ABOUT BELTONE

1 COURSE

A brief overview of the 75 year legacy of Beltone shown through interview, newscasts, commercials, and products through the years.

AUDIOLOGY FUNDAMENTALS

10 COURSES

Created with the future Beltone HCP in mind, Audiology Fundamentals walks the student through the basics of audiology. Topics include ear anatomy, pure tone testing, speech audiometry, masking, tympanometry, and a variety of Beltone Learning Network programs.

AURICAL TEST EQUIPMENT

27 COURSES

Designed by our partners at Otometrics, the AURICAL curriculum instructs you on the basics of the AURICAL equipment, best practices, and set up options. There are 4 available curriculums: AURICAL, an overview of the system, the AURICAL audiometer, the AURICLE Hearing Instrument Test (HIT) Box, and the AURICAL probe microphone.

BASIC SALES SKILLS

6 COURSES

A combined effort with International Sales Trainer, Phil Jones, Basic Sales Skills assists students new to the sales process in understanding the fundamentals of the sales process, creating their sales presentation, handling objections, and creating their own referral script.

BELCONNECT FOR PCCs

4 COURSES

BelConnect courses dealing primarily with job functions of the PCC. Focus is on Patient Files, creating appointments, and handling mailing lists.

BELCONNECT MANAGED CARE MODULES

3 COURSES

These courses explain the setup and use of 2 of our third party Managed Care partners, CareCredit and AllWell, and how to track your Managed Care sales.

BELTONE ACCESSORIES

4 COURSES

A series of courses designed to give an overview and help the student understand the setup and use of the Beltone myPAL Pro and Micro, Beltone TV Link 2, Beltone Phone Link 2, and the Remote Control2.

BELTONE BLUE BENEFITS

2 COURSES

An overview of why the Beltone Blue program was created and an overview of the benefits and how to implement them to improve patient satisfaction.

BELTONE LEGEND

8 COURSES

An overview of the Beltone Legend and the innovations that it brings including Personal Sound ID, the HearPlus app, and all available options.

Curriculums

BELTONE PHONE PROTOCOL

4 COURSES

An overview for anyone that answers the phone for your business. Topics include phone etiquette, handling objections, and best practices for helping patients keep appointments.

BELTONE POLICY

5 COURSES

A look into Beltone's policies. Topics include BelCare, Beltone Blue, and an overview of return and warranty policies.

CORPORATE RETAIL

2 COURSES

These two courses, creating a referral script and personal marketing are required courses for all Corporate Retail employees.

CREATING VIDEO TESTIMONIALS

5 COURSES

A look into the benefits and psychology, an overview of equipment options including the iPhone, how to get the best results, and the best questions to ask to get effective testimonials.

CURRENT PRODUCT PORTFOLIO

14 COURSES

An overview of our current product portfolio including courses on positioning the products and the SureFit portfolio.

FILE MANAGEMENT AND BELCONNECT SCHEDULING

4 COURSES

A series of courses on best practices when creating and managing patient files as well as using the scheduling module of BelConnect.

FITTING SOFTWARE

12 COURSES

A brief overview of the NOAH software followed by an in depth look at the screens, tools, and features of Beltone's Solus Fitting Software.

HEARING AID AND ACCESSORY BASICS

4 COURSES

This curriculum is designed to help folks new to the industry understand the basics of hearing instruments and their features, ANSI standards, and Assisted Listening Devices.

HEARING AID FITTING FUNDAMENTALS

5 COURSES

A beginner's look at the fitting process. Topics include earmold impressions, verification, instrument modification and repairs, as well as handling the most common hearing aid complaints.

HEARING HEALTH ISSUES

4 COURSES

A look at health issues associated with hearing health. Diabetes, Dementia, Depression, and Auditory Deprivation are some of the topics covered.

Curriculums

LICENSE PREP FINAL EXAMS

2 COURSES

A repository of sample exams from licensing exams. Excellent resource for practicing for your licensing exam.

NEWSLETTER: PHIL JONES' ACCELERATOR

11 COURSES

International Sales Trainer, Phil Jones' audio newsletter, Accelerator, is a series of audio files (mp3) that can be listened to from any audio device or in a course to inspire you to become a better salesperson. Each edition of the audio newsletter has a correlating pdf file.

QUICK: LICENSE PREPARATION COURSE

17 COURSES

A complete walkthrough of the basic audiological information necessary to pass most state licensing exams.

SEARS BEST PRACTICES

3 COURSES

A few courses to get you up to speed with the Sears Hearing Center by Beltone 2.0 followed by the monthly conference calls design by Chris Sixt to help you learn best practices and grow your business.

TINNITUS

7 COURSES

A series of courses that help you understand tinnitus and the best practices and strategies available to help treat your patients that suffer from this malady.

UNDERSTANDING OUR PATIENTS

4 COURSES

An overview of common medical and psychological issues when dealing with the hard of hearing population.

UNDERSTANDING PATIENTS FOR PCCs

4 COURSES

A look into basic audiological topics from the point of view of a Patient Care Coordinator. Basics of hearing instruments, psychology of the hearing impaired, and audiogram procedures are some of the topics covered.

USING BELCONNECT

10 COURSES

A complete look at all the features and functionality of the BelConnect scheduling, POS, and reporting modules.

VALIDATION MEASURES

3 COURSES

A walk through of feature verification and a wide variety of validation measures to prove that Beltone hearing instrument features work as advertised.

WIRELESS CONNECTIVITY AND MFi

8 COURSES

A look at setting up and using Beltone hearing aid wireless connectivity and associated applications.