

Patient Adherence & Communication Training

Small-Group Series

This small-group program is designed for allied health clinicians who want to strengthen treatment plan engagement, reduce resistance, and build confidence in conversations that create change.

4

Live Zoom Sessions

Delivered fortnightly

75

Min — Session 1

9th June, 9:00 am AEST

60

Min — Sessions 2–

4

Each subsequent session

10

Max Participants

Small group for personalised guidance

Sessions commence on **Tuesdays the 9th June at 9:00 am AEST (7:00 am AWST)**. A **follow-up Q&A session** will be held two weeks after the final module to support consolidation and application in clinical practice.

What's Included & Pricing

What's Included

- Four structured training sessions (75 min (9th June) + 3 × 60 min)
- One live Q&A consolidation session 2 weeks after the end of the course
- Relevant resources, frameworks, and worksheets
- Email support throughout the course
- Small group size (6–10 participants) for personalised guidance and interaction
- One 20' one on one call with each participant for personalised help
- Certification of training hours for CPD

Pricing

Standard Rate

A\$697 per person GST inclusive

Early Bird

A\$597 GST inclusive — up to 12th May

Group Rate

15% discount for clinics enrolling three or more team members. Includes 15% off the early bird price. Team members can be any allied health clinicians, not just physios.

📧 If this is of interest to you, email **Annette Tonkin** at annette@annettetonkin.com | **M:** 0417 817 388 | **W:** annettetonkin.com

Individual FAQ

I'm already time-poor. How much extra work is this?

This program is designed to *save* you energy, not drain it. Outside of the fortnightly Zoom sessions (60–75 mins), there is no "homework." The goal is for you to apply the frameworks immediately during your existing patient consultations. We focus on "learning by doing" in your day-to-day practice.

What happens in the 1:1 strategy call?

This is your time to be completely candid. We spend 20 minutes focusing exclusively on your specific challenges—whether that's a particular patient case you're stuck on, or a specific part of the clinical conversation (like the fee discussion or the initial plan pitch) where you feel less confident.

Will this work for "difficult" patients who just don't want to change?

Absolutely. In fact, that is exactly what this course is for. We move beyond basic "active listening" and dive into how to handle resistance, how to navigate the "yes, but..." patient, and how to co-design treatment plans that patients actually feel ownership over.

Why fortnightly sessions instead of a one-day workshop?

Short workshops often lead to a "Monday morning motivation" that fades by Wednesday. By spreading the sessions over eight weeks, you have time to practice a specific skill, see how it works in the real world, and then bring your "real-life" results back to the group for troubleshooting. This is how permanent habit change happens.

Is this relevant to my specific profession?

If your job involves asking a human being to change their behaviour, perform an exercise, or follow a plan, this is for you. We have had Physios, OTs, EPs, Podiatrists, and Dietitians all benefit from these frameworks because the psychology of human behaviour and communication is universal.

What if I can't make one of the live times?

While live attendance is highly recommended for the small-group experience, all sessions are recorded and uploaded to a private portal. You can watch the replay and still submit questions for the following session or save them for your 1:1 call.

How do I claim my CPD hours?

At the end of the program, you will receive a formal Certificate of Completion detailing the training hours and learning objectives. You can use this for your annual professional development registration (AHPRA or relevant body).

How do I secure my spot?

With a strict limit of **10 participants**, spots fill quickly. You can register directly by sending me an email. Once the 10th spot is taken, the intake will close.

Clinic Owner FAQ



How will this benefit my clinic's bottom line?

Patient "drop-off" is one of the highest hidden costs in allied health. When patients don't understand their treatment plan or feel "pushed" into it, they stop rebooking. This training equips your team member with the communication tools to build high-trust relationships, leading to better plan adherence, higher rebooking rates, and improved clinical outcomes.



The sessions are fortnightly—why?

We've found that "block learning" often leads to poor retention. By meeting fortnightly, your team has two weeks between sessions to **test the new techniques** in real-time with your actual patients. They return to the next session with feedback and questions, making the learning much more practical.

Does this count toward CPD?

Yes. Every participant receives a **Certificate of Training Hours** upon completion. This program provides structured learning that can be used to meet annual Professional Development requirements.

What if a team member misses a live session?

While the small-group format thrives on live interaction, all sessions are recorded. If a staff member has a clinical conflict, they can watch the replay and catch up before the next session.



Is this just for Physiotherapists?

No. The frameworks are built for **all allied health clinicians** (OTs, EP, Podiatry, Speech Pathology, etc.). In fact, having a multidisciplinary team attend helps create a "common language" for communication within your clinic, ensuring patients receive a consistent experience regardless of who they see.



What is the "1:1 Strategy Call"?

Every staff member gets a **private 20-minute call** with me. This is invaluable for clinic owners because it allows your staff to discuss specific "difficult cases" or personal communication barriers in a private setting, ensuring they can apply the course material directly to your clinic's patient list.

How does the group discount work?

For clinics enrolling **three or more team members**, I offer a **15% discount** on the total investment.

- **Standard Rate:** A\$697 per person
- **Clinic Rate (3+):** A\$592.45 per person

How to Enrol Your Team

To secure the 15% group rate, please reply to this email with the names and email addresses of the staff members you'd like to enrol. I will then issue a single invoice for the clinic.

 **Note:** We limit the total group size to **10 participants** to ensure quality. Spots are allocated on a first-come, first-served basis.

01

Express Your Interest

Email Annette with the names and email addresses of the staff members you'd like to enrol.

02

Receive Your Invoice

A single invoice will be issued for the clinic. Group discount of 15% applied automatically for three or more team members.

03

Secure Your Spots

Spots are allocated on a first-come, first-served basis. With a strict limit of 10 participants, don't delay.

04

Start 9th June

Sessions commence Tuesdays 9th June at 9:00 am AEST (7:00 am AWST). Your team begins their journey to better patient communication.

Contact Annette Tonkin

W: annettetonkin.com

M: 0417 817 388

Email: annette@annettetonkin.com

Early Bird Closes 12th May

A\$597 GST inclusive — save A\$100 per person. Don't miss out!