



The ~~Retention~~ Myth

THE ONE THING YOU'RE DOING THAT MAKES
PEOPLE DROP OUT OF CARE

RULES OF ENGAGEMENT ;-)

You will need to:

- Play full on
- Camera on (you'll be doing peer workshopping in small groups so it's important to see your face)
- Have every person in your team on a separate device for breakouts. Logged into this call on zoom and muted while not in breakouts).

Update your name on Zoom & add your Quest status to the front of your name. eg. CT (Captains Table), O (Ocean), T(Team) or G (Guest)

Right click on the three lines on your thumbnail & change)

- Move fast - a fast game is a good game
- Remember that all of us is smarter than any one of

Quest Coaches

MEET THE TEAM



MARK POSTLES
CEO & Pilot



GREG VENNING
Pilot



KAREN KULEVSKI-GIBB
Pilot



NIMROD MUELLER
Pilot



EMMA STIRTON
Pilot

Definition of “Retention”

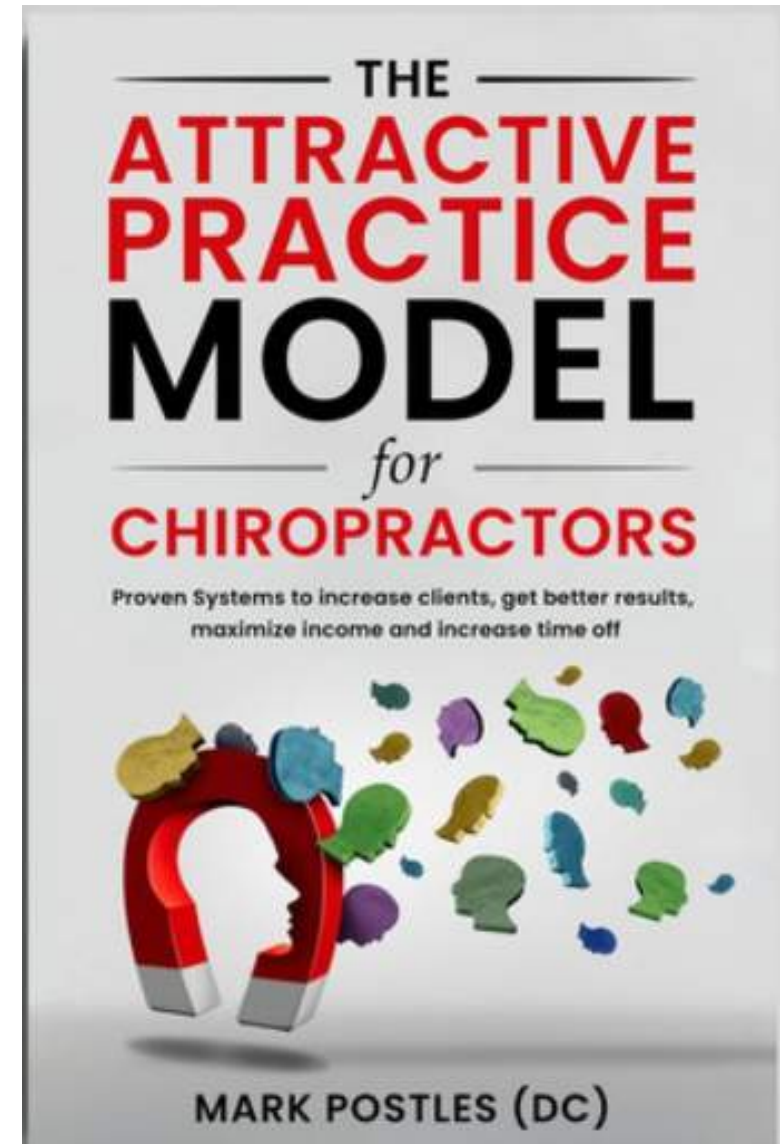
1. the continued possession, use, or control of something.
2. the action of absorbing and continuing to hold a substance.



"Attraction comes in many forms. How is it for your practice members?"

When your practice is attractive, your practice members want to come and see you. When you continue to stay attractive, they will stay, and refer their friends for a lifetime...

This brings the elevating, inspiring x-factor that continuously draws people to it, and does so naturally and without loss of integrity, force or false sincerity."



To Ascend Practice Members for Lifetime Chiropractic Care

A large, stylized graphic of a water splash or fountain, rendered in a light blue, semi-transparent style. The water is splashing upwards from a horizontal line, creating a central column of water with many smaller droplets and bubbles around it. The background is a light blue gradient.

THE PROBLEM

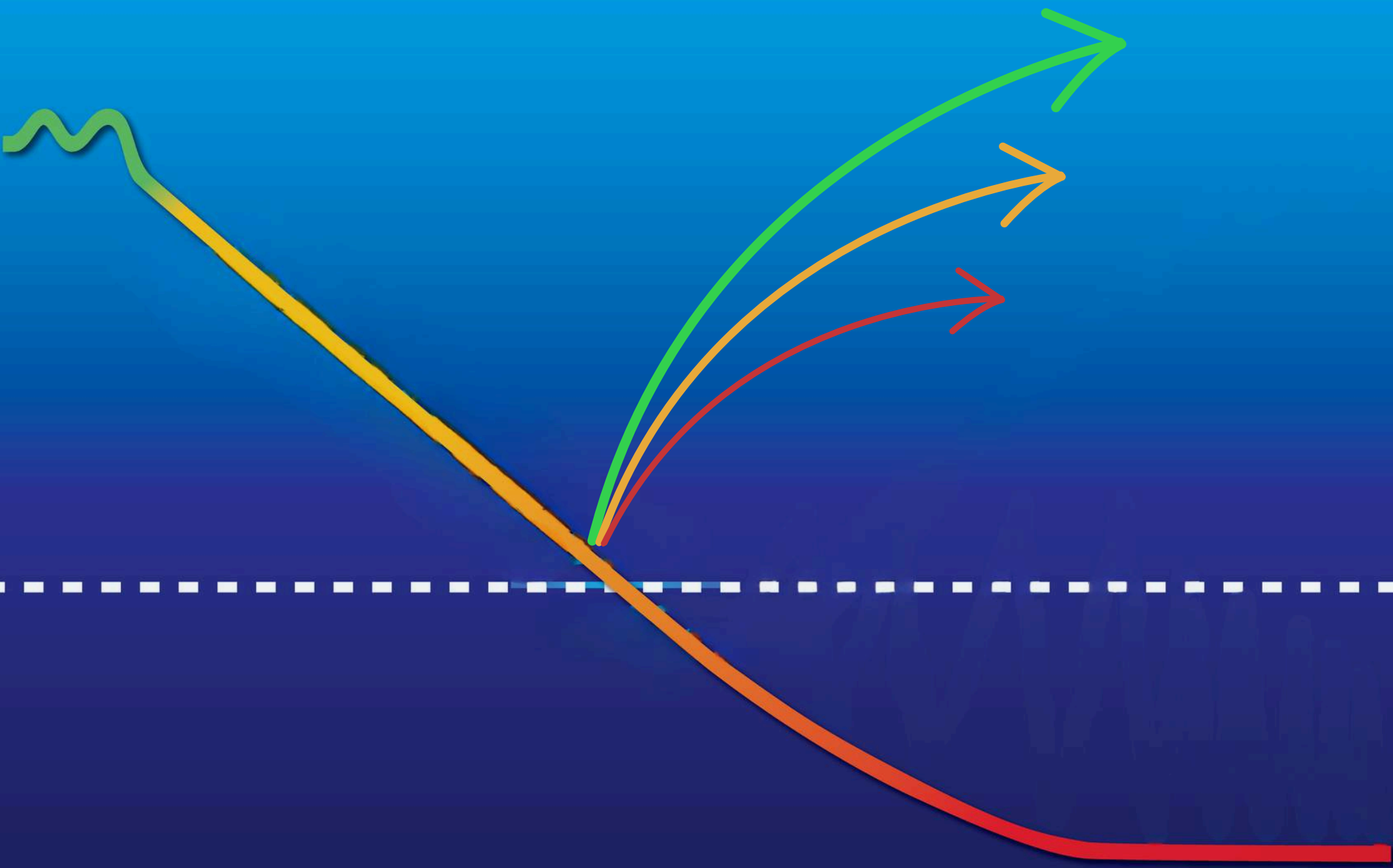




RACE FOR NEW “PATIENTS”

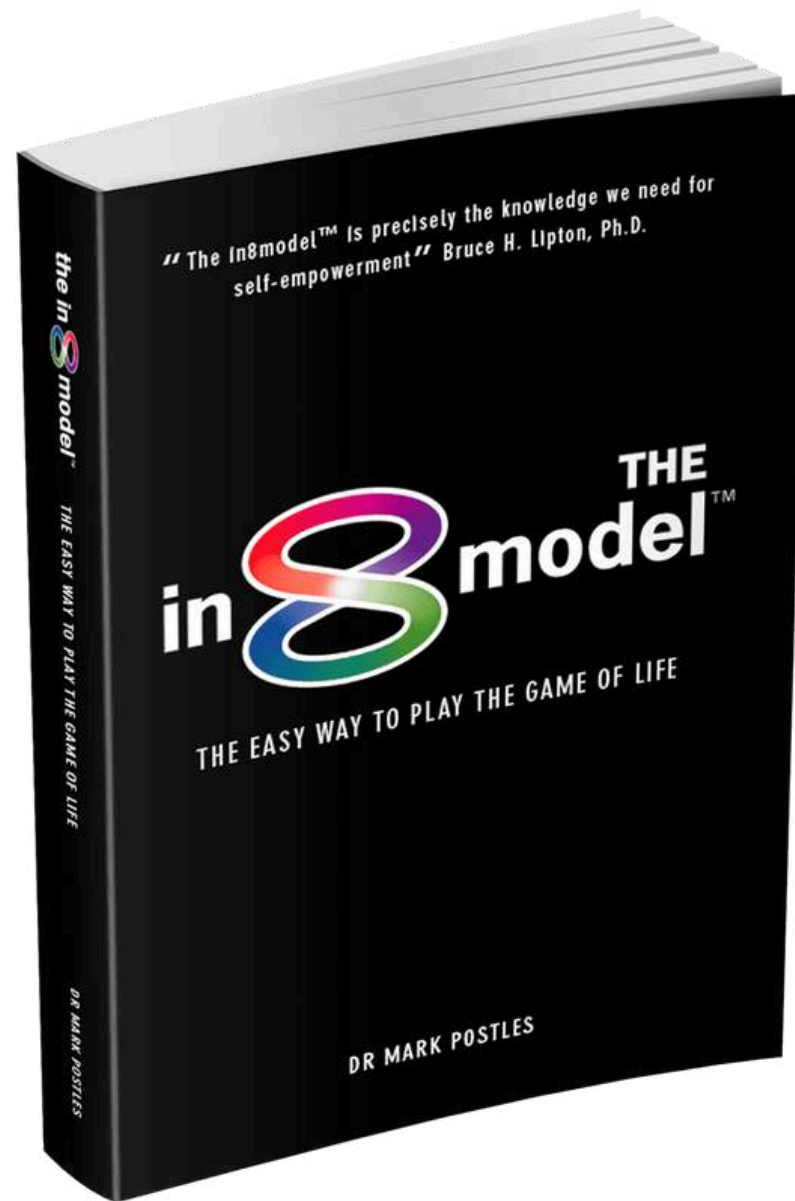
ESCAPE ROUTE



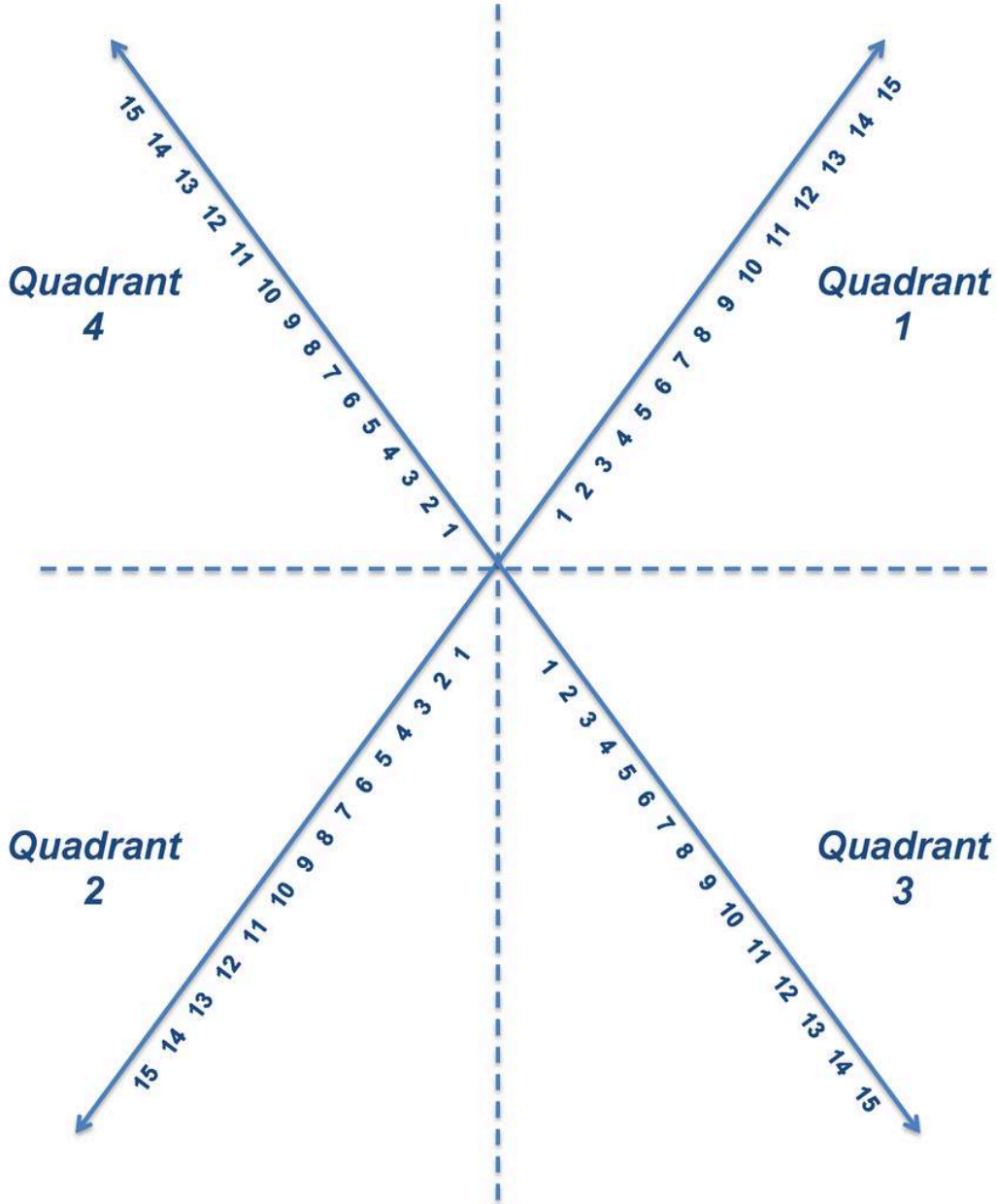




THE WORLD



YOUR IN8MODEL SCORES



QUADRANT 1





QUADRANT 3

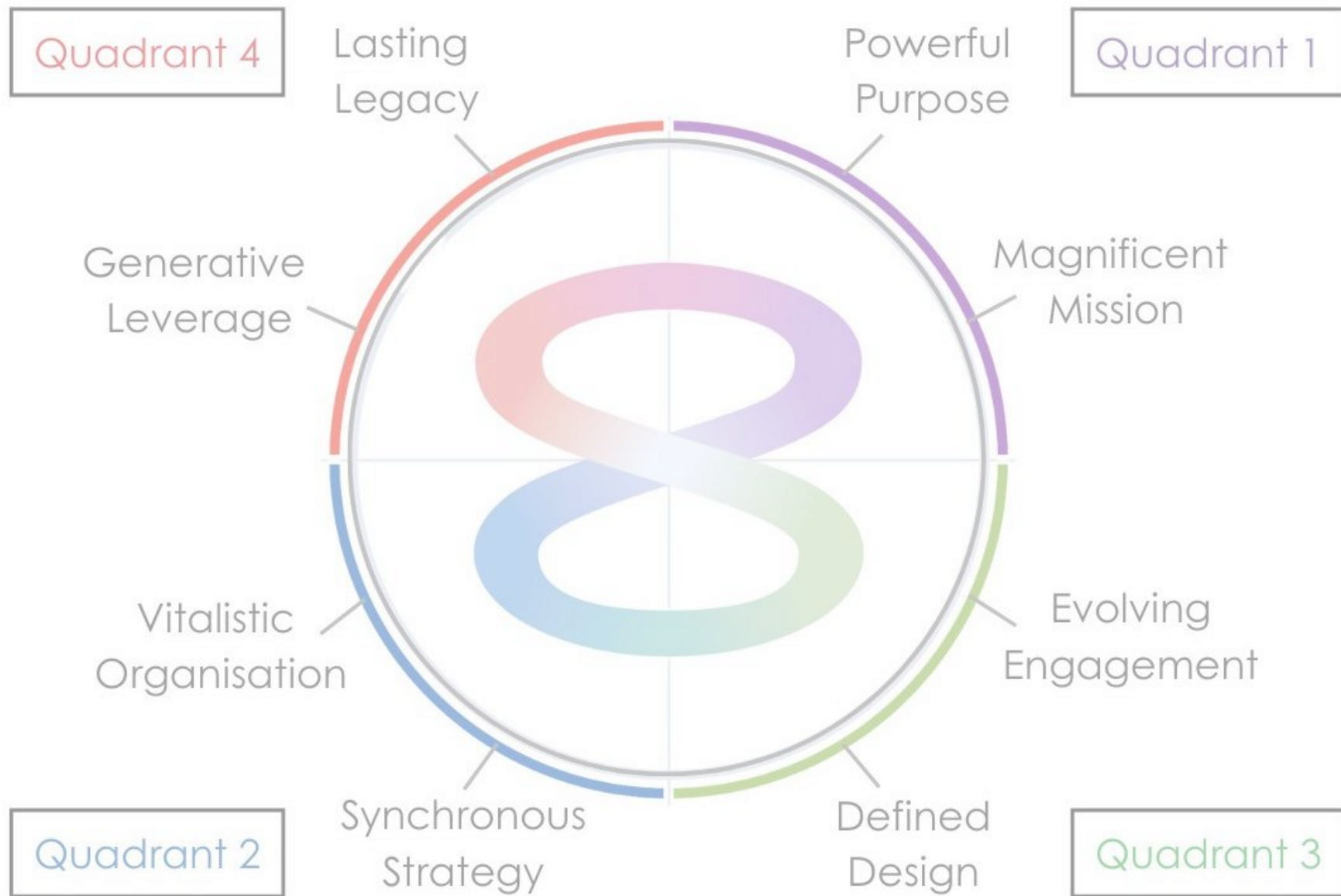


DELIVER



EXPAND

QUADRANT STRATEGIES



THE SOLUTIONS



BANK ACCOUNT OF TRUST



STONE



LINK ANYTHING TO ANYTHING



Link a Concept/Intangible

(that you want to convey)



to a Thing/Tangible

(that makes sense in the other persons world)

INSTRUCTIONS FOR BREAKOUTS

- 1) Nominate the “Time Keeper”
- 2) The Time Keeper will set a 2 minute timer
- 3) Person 1 (alphabetically by name) gets 2 minutes to speak
- 4) The Time Keeper will call 2 minutes and it moves to the next person
- 5) You have a 2 minute buffer before coming back to main room

CONCEPT/ INTANGIBLE

THING / TANGIBLE

Chiropractic
Subluxation
Health
Adjustments
Intelligence
Life
Disease

EXAMPLES



Truck
Flower
Sunset
Blocked Drain
Roof
Ocean
Money

THE



THING

SESSION 2

THE



THING

THE HORNS OF DILEMMA

RETAIN

ASCEND

Patients

Treatment

Clinic

Conversion

Control

Tell

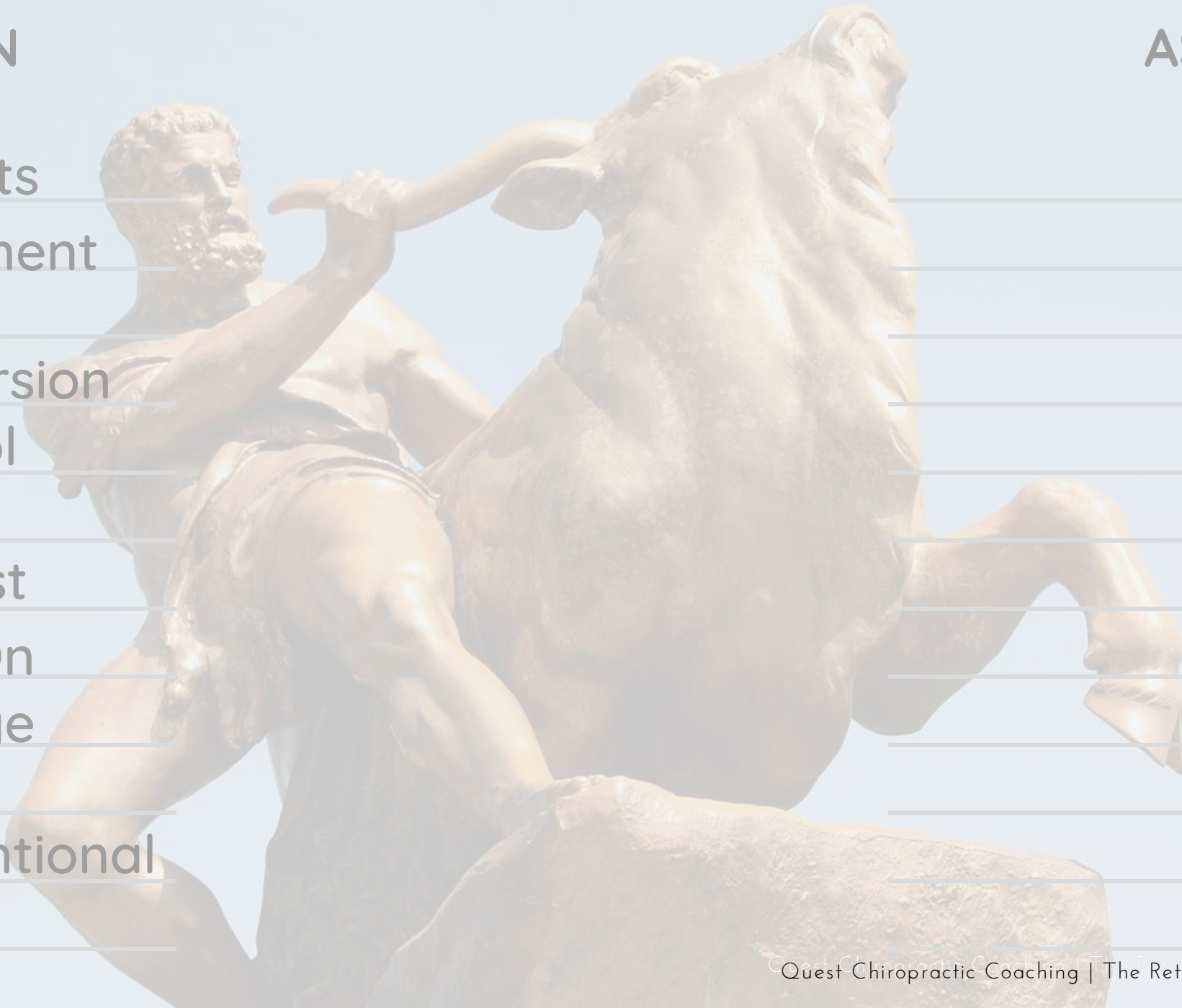
Distrust

Hold On

Manage

Past

Conventional



6 WORDS OR LESS

CA BREAKOUT - BEST SERVICE WORDS & PHRASES

<https://www.questchiropracticcoaching.com/wp-content/uploads/Quest-Super-CA-Guide-to-Masterful-Communication.pdf>

THE 1 THING

THE
1
THING

BREAK

WORKING IN

OR

WORKING OUT?



THE 1 THING



5.0
RATING



THE
1
THING

BREAK

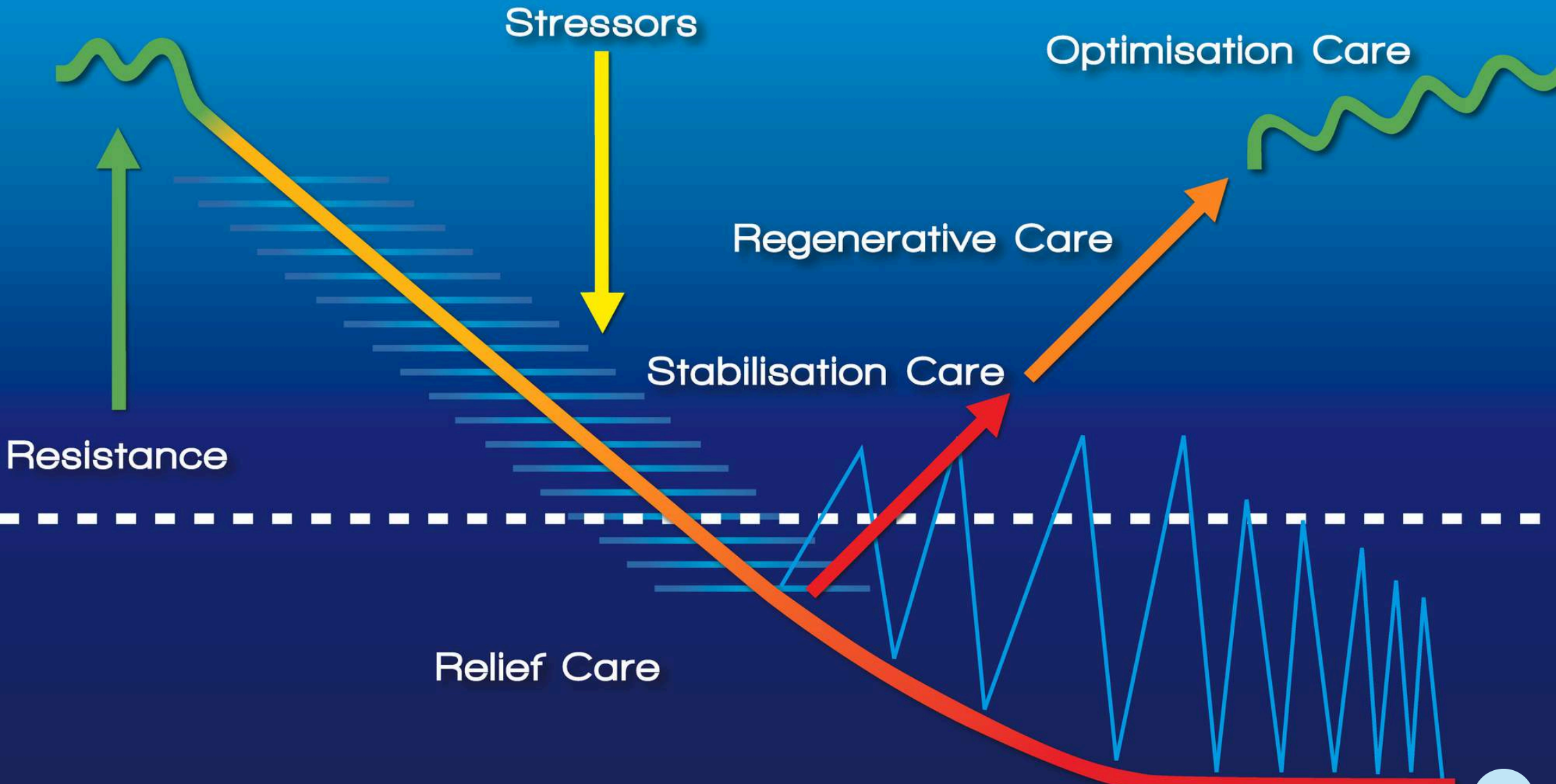


BREAK-OUTS

CAPTAINS TABLE & GUESTS - BREAK OUT ROOM

OCEAN CLIENTS & CA'S - MAIN ROOM

The Journey



The Voyage

THE VOYAGE CHART

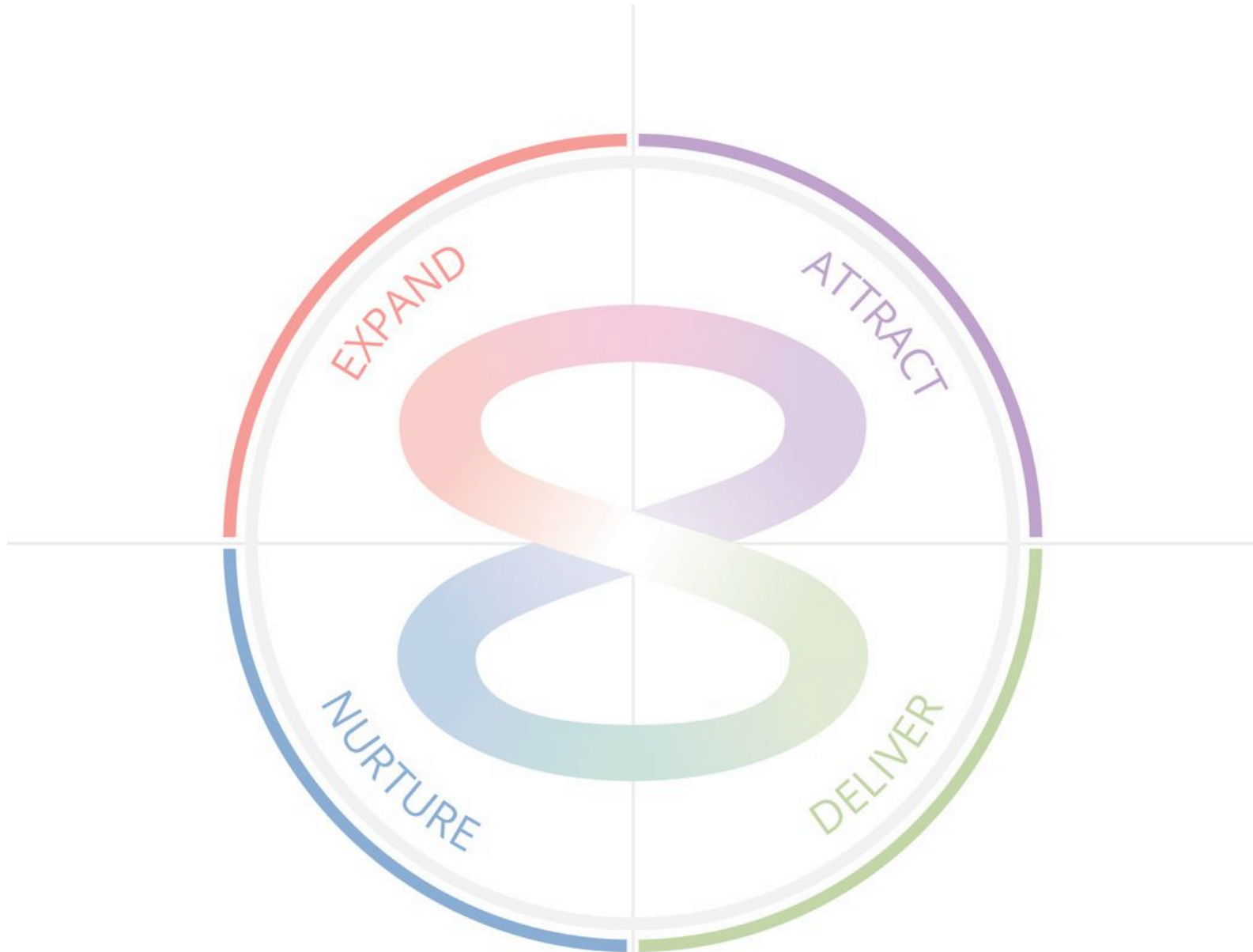


PV /Month	Income /Month	Income /Year	ATTRACT	NURTURE	DELIVER	EXPAND
1500	87,000	\$1 mil+	<ul style="list-style-type: none"> Curiosity The Next Iteration Collaborative Partnerships 	<ul style="list-style-type: none"> Operations Manager Publish Scientific Contribution 	<ul style="list-style-type: none"> Optimisation of Resources Clinical Contribution to Profession Wayshower Governance 	<ul style="list-style-type: none"> Political Influence Growing Legacy Equity Sell-Offs
1300	75,400	\$900k	<ul style="list-style-type: none"> Completion Generative Sessions Patterns 	<ul style="list-style-type: none"> Impact on Profession Playing the Long Game Board of Directors 	<ul style="list-style-type: none"> Branded by Technique Chiropractic Finishing School Internal Mentoring 	<ul style="list-style-type: none"> Multiple Income Streams Compensation Business Model 301
1100	63,800	\$760k	<ul style="list-style-type: none"> Community Congruence Events Driven Practice 	<ul style="list-style-type: none"> Profitability Team Empowerment in8model - Associates 	<ul style="list-style-type: none"> Team Ascension Executive Assistant Personal Care - 301 	<ul style="list-style-type: none"> Communication - 301 Financial Contribution Recurring Income
900	52,200	\$625k	<ul style="list-style-type: none"> Redesign PM Ascension Attracting Associates 	<ul style="list-style-type: none"> Practice Layout Associate Driven Practice OPM - Expand 	<ul style="list-style-type: none"> Transferable Protocols Contact Hours/% of Income Personal Care - 201 	<ul style="list-style-type: none"> Free Up A DAy Investment Strategies Seeding Practices
700	40,600	\$490k	<ul style="list-style-type: none"> Communication 201 Cultivating Chiropractors Team Centered Mission 	<ul style="list-style-type: none"> Debt Reduction Operational Cascade OPM -Deliver 	<ul style="list-style-type: none"> Time & Motion Meetings that Matter Tech CA 	<ul style="list-style-type: none"> Statistics Wealth Building Business Model 201
500	29,000	\$350k	<ul style="list-style-type: none"> Physical Marketing Culture Client Centered Mission 	<ul style="list-style-type: none"> 3rd Phase - Optimisation Care in8model - Business OPM - Nurture 	<ul style="list-style-type: none"> Educational Plan Internal Referrals Personal Care 101 	<ul style="list-style-type: none"> Default Diary Holidays Congruence
300	17,400	\$210k	<ul style="list-style-type: none"> Annual Marketing Plan The Journey - QPFLTC Automated Lead Generation 	<ul style="list-style-type: none"> 2nd Phase - Regenerative Care Storyboards OPM - Attract 	<ul style="list-style-type: none"> Clinical Clarity State Control Communication - 101 	<ul style="list-style-type: none"> The Super CA Management Business Model 101
200	11,600	\$140k	<ul style="list-style-type: none"> Purpose, Outcomes Bay 5 - Mission Bay 1 - Beliefs 	<ul style="list-style-type: none"> 1st Phase - Stabilisation Care Bay 6 - Strategy Bay 2 - Organisation 	<ul style="list-style-type: none"> Visits 1&2 Bay 7 - Design Bay 3 - Engagement 	<ul style="list-style-type: none"> Money Bay 8 - Leverage Bay 4 - Empowerment

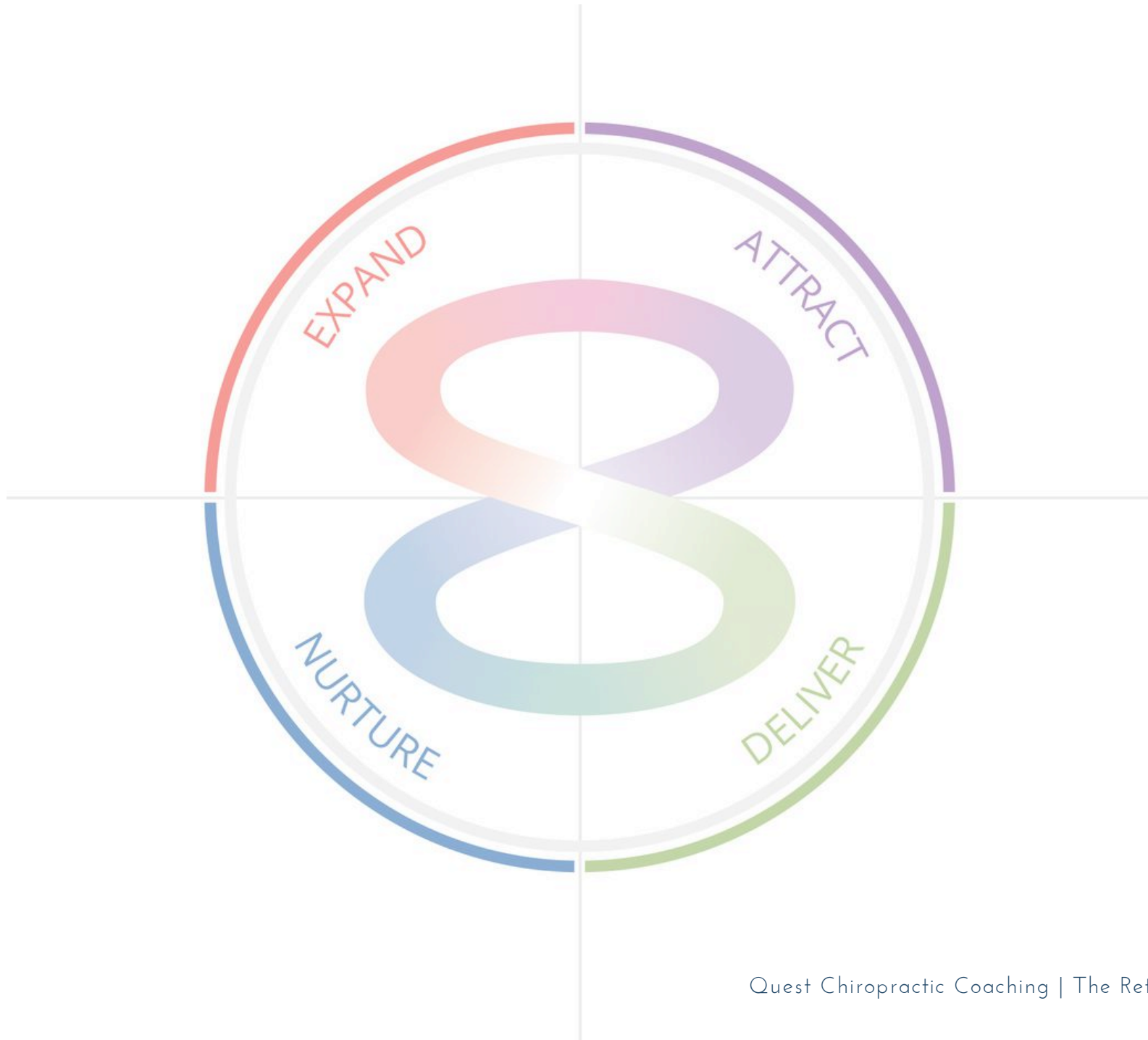
* Based on per visit of 58

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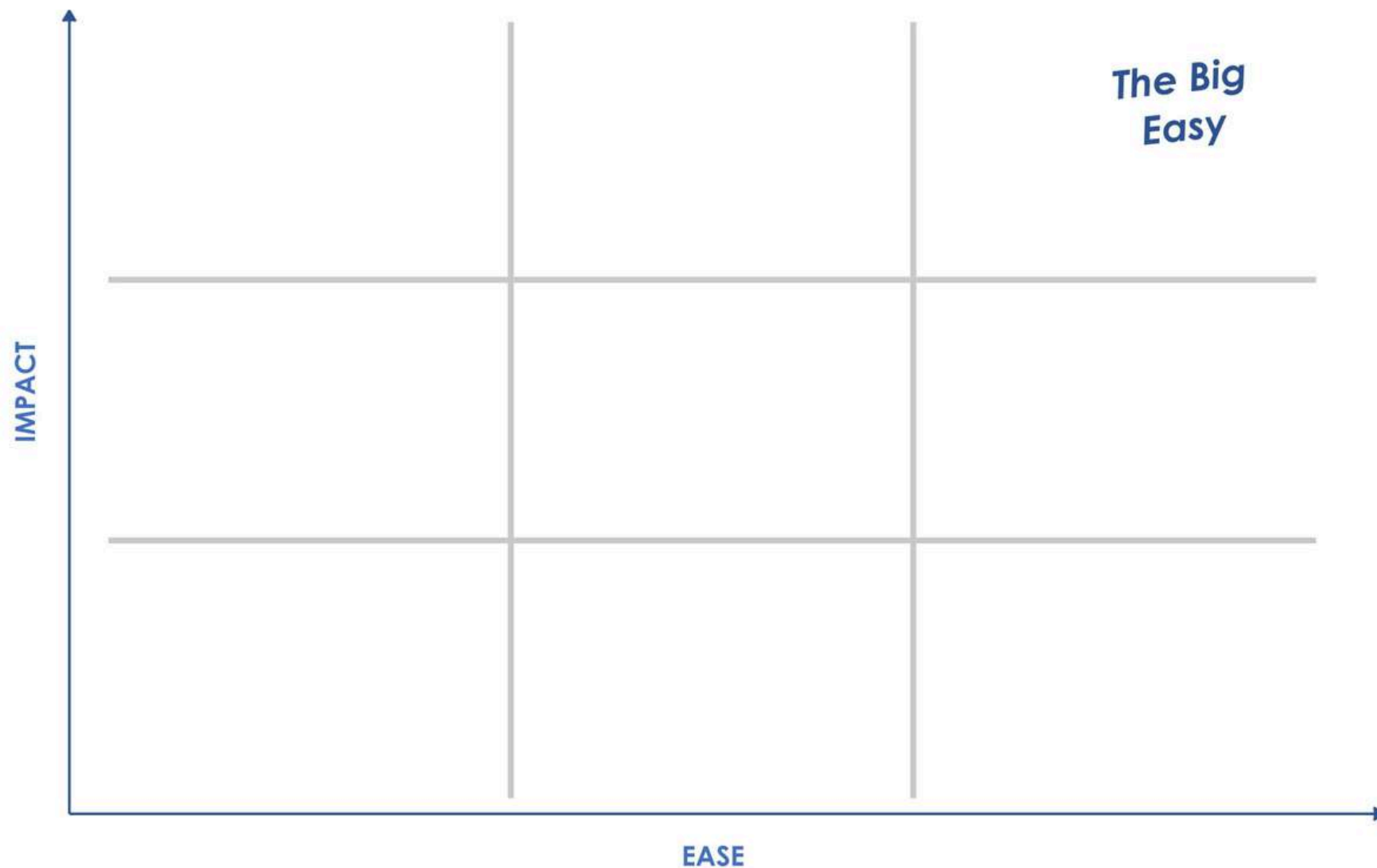
DESIRED STATE KPI'S



DESIRED STATE KPA'S

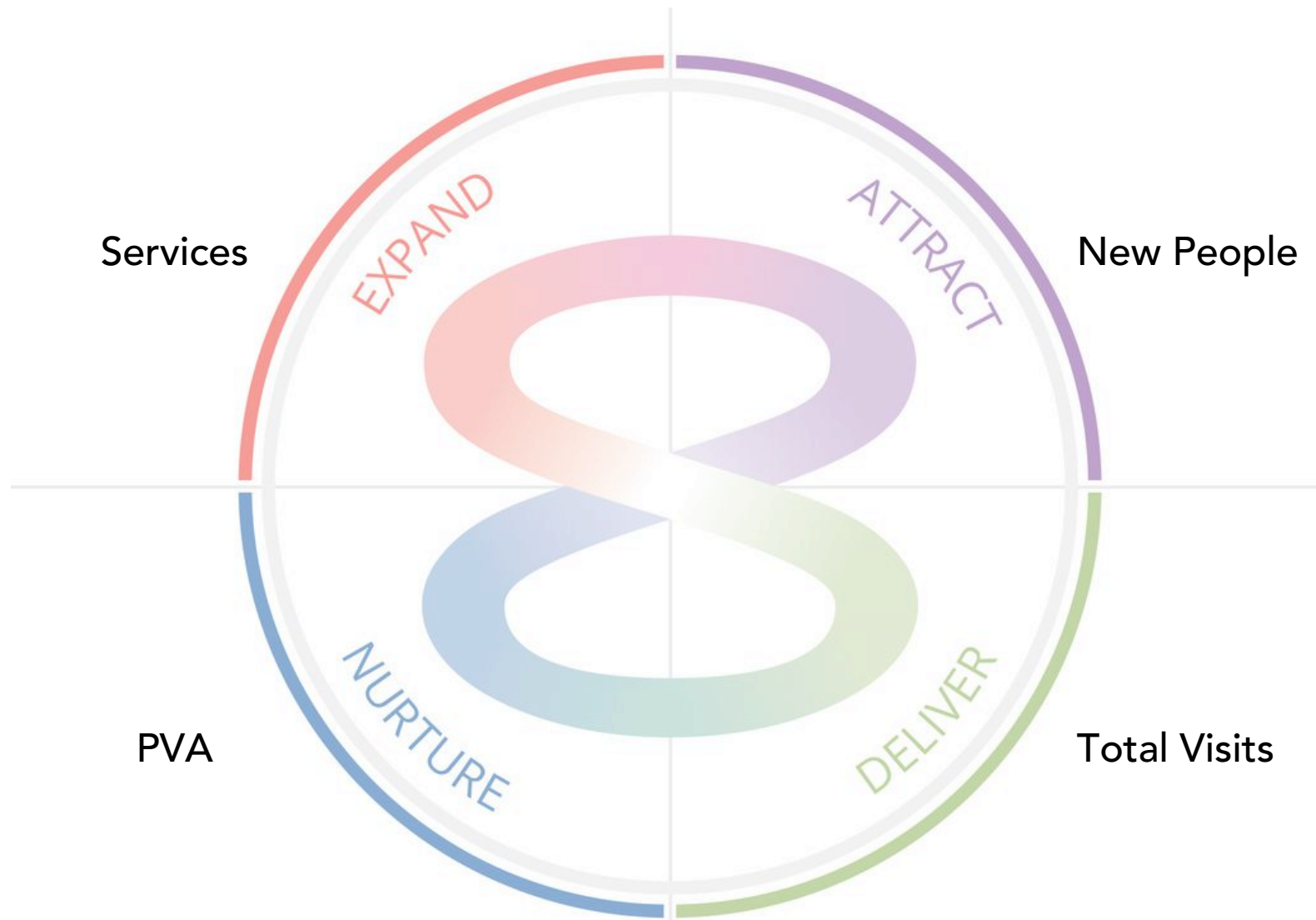


The Impact Planner



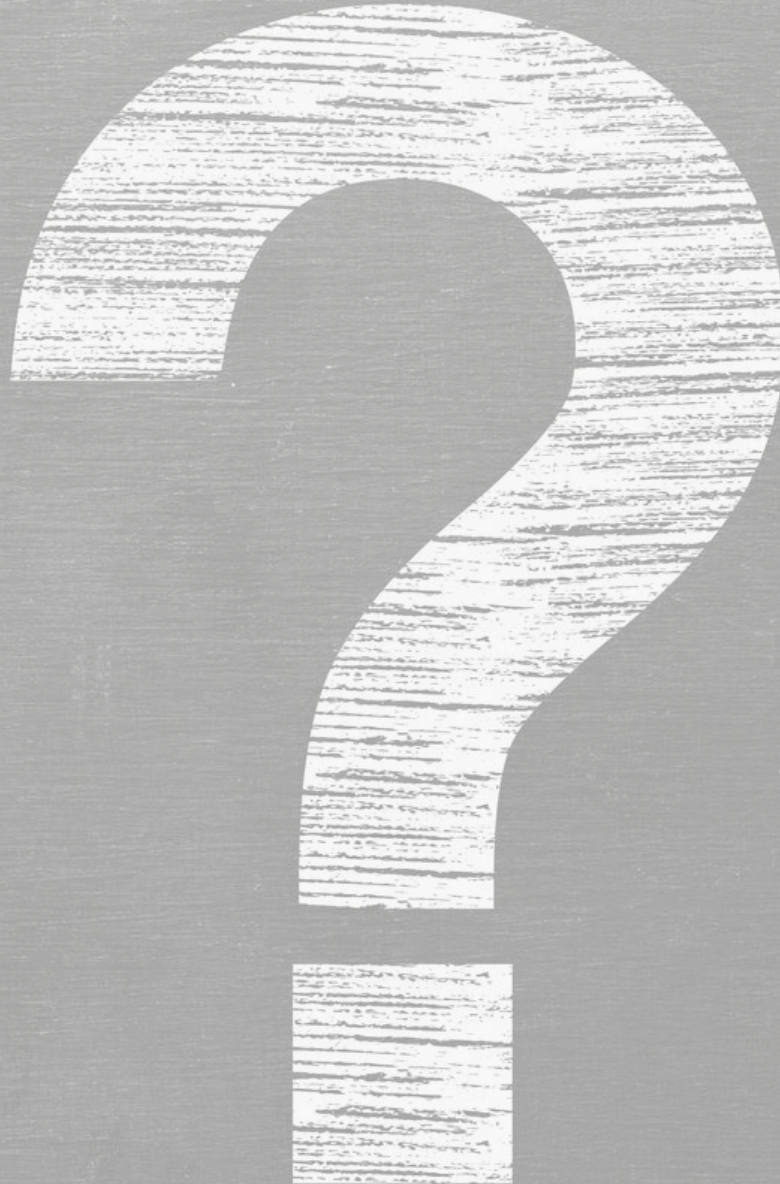
The Ocean

8 WEEK LEG COMPASS (EASY VERSION)



[Complete your Compass Form & Submit To Us Here](#)

CAPTAINS TABLE & GUESTS BREAKOUT - NOTES



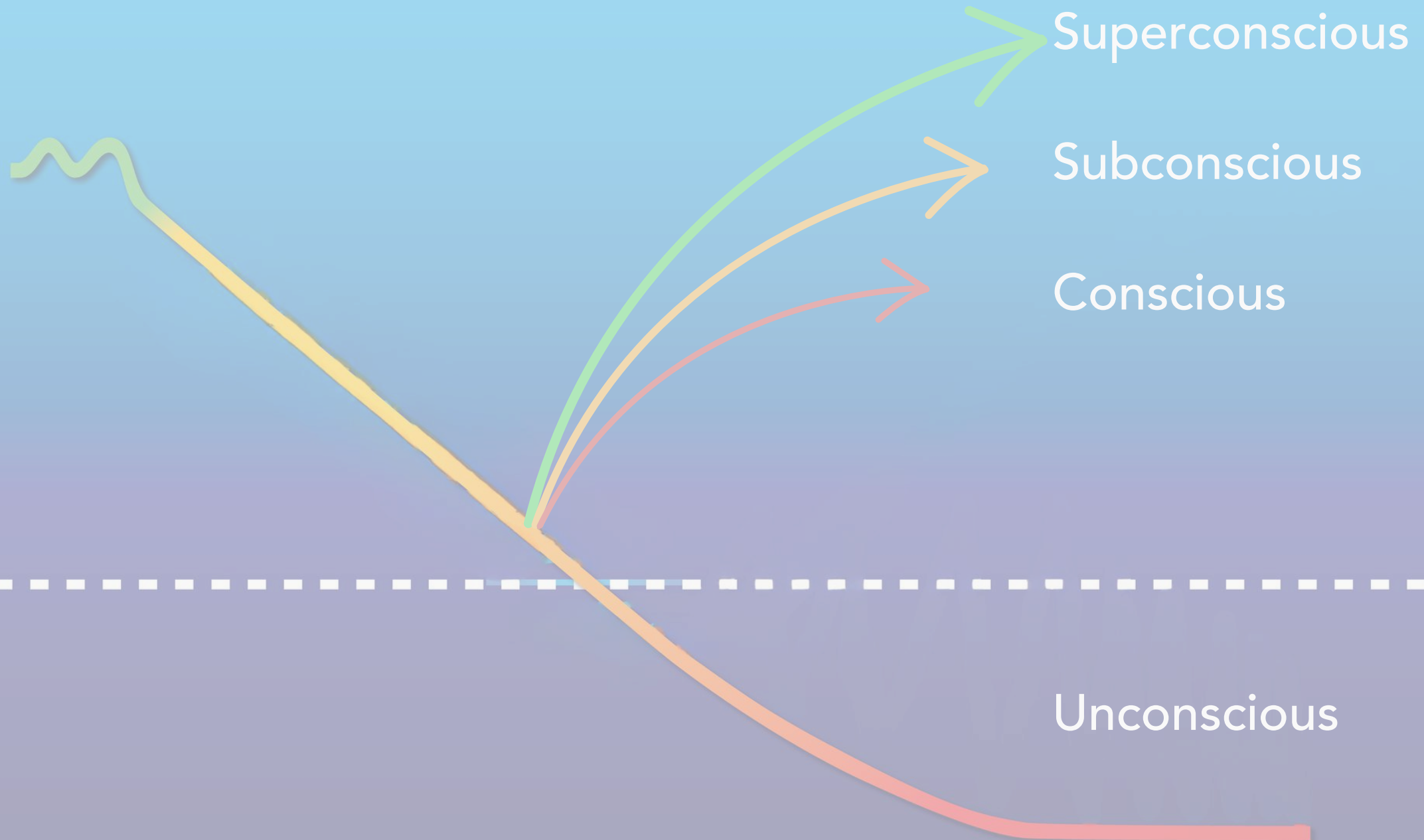
Book A Strategy Call Here

THE 1 THING

AWAKENING HUMANITY



SUPER CONSCIOUS



TRIGGERED TO TRANQUIL - 16 JULY

SUPER CA FOUNDATIONS - 23 JULY

PERTH EVENTS - 2 & 3 AUGUST

QUEST INTENSIVE - 7 SEPTEMBER - 2 HOURS

ANTARCTICA - 27 NOV - 10 DEC



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THE ONE THING YOU'RE DOING THAT MAKES
PEOPLE DROP OUT OF CARE