

JOB RESPONSIBILITIES:

Area of coverage would be North, and will support Pharma sales colleagues through training interventions, the same can be changed based on the management decisions.

- 1.Acquire all the relevant knowledge regarding anatomy, physiology, pathophysiology & core concept of products on daily basis.
- 2.Ensure delivery of BTP, virtual trainings, classroom training and On the Job Coaching in coordination with marketing, HR and sales for end-to-end training deliveries.
- 3.Work on LMS content development and ensure End to End Learning journey specific to TNA.
Need based Content creation with respect to Product Knowledge and timely submission/upload of learning contents.
- 4.Conduct Online Assessment on regular interval (Every Monday & Thursday) and share the analytics with field force fortnightly. Based on gap identified, prepare a robust learning strategy, engage them in refreshers, detailing practice and publish the report of development of the concerned HQs.
- 5.To Conduct On-the-Job Coaching / Handholding to all the new joiners (or as assigned by the Organization) which should cover Products and job-related skills.
- 6.Develop and upgrade training modules, assessments, diagnostic tools of training programs allocated, and develop activities and follow up programs based on learning objectives.
- 7.Cover all the new TSO through On the Job Coaching within 90 days from the last day of CTP.
- 8.Maintain MIS to monitor quantity as well as quality parameters of TSOs for a monthly review with the HOD and publish reports on the same.
- 9.Conduct TNA, based on SFE data, feedback from seniors & assessment tools developed time to time publish baseline scores, and plan refresher program at zone as and when required based on inputs from sales stake holders, self-analysis, and suggestions by HOD.
- 10.Capture evidence-based observation during strategy meetings, new launches and review meets, with assessment scores of TSOs performance on product knowledge and detailing. (A standard format for evaluation is to be followed).
- 11.Conduct other Training Programs as per the requirement of the organization and share relevant feedback to HO Executives and State Heads for follow up action.
- 12.Maintain days for On the Job Coaching out of the total working days in a month (approx.14 days/month) except for the months with CTP/Cycle Meet where in 8-10 days will be utilized (a day post BTP for necessary arrangements and publishing consolidated report).
- 13.In coordination with the Sales Stake holders (GM & VP Sales) and through SFE data analysis with respect to TSO's coverage, average, compliance, overall sales and new product performance Identify aspiring (weak) TSOs and accordingly plan On the Job Coaching to improve their performance from baseline.
- 14.All the TSOs falling in the Training Manager's allocated area must be covered Physically or virtually once in 6 months.
- 15.Conduct detailing role play assessment during On-the-Job Coaching to identify gaps and develop action plan for the TSOs and conduct follow through for desired improvement. The assessment report should be shared with the line managers, stake holders with a copy to HOD after the On-the-Job Coaching.
- 16.Publish a quarterly report of the TSOs falling in the area based on detailing assessment sheet scores, SFE data for work hygiene and sales performance data, with steps taken for the overall improvement from the baseline leading to enhanced productivity for a review with HOD.
- 17.Drive online learning program and support Mr. Amit Kumar for PharmEdu product assessment of Pharma. Publish necessary reports with timely feedback for necessary action to improve the performance from the base line. Facilitate the Induction Program by assigning the Task to RBMs and collect feedbacks from them.
- 18.Coordinate and ensure positive working spirit within team for better functioning of Training Department.
- 19.Take conscious steps to develop your self on daily basis and acquire required skills to evolve and enrich Training Department.
- 20.Any other responsibilities allotted /advised by the HOD/ Management time to time should be taken with utmost seriousness