

JOB RESPONSIBILITIES:

Area of coverage would TSO North Zone and will support Team “ACE” sales colleagues through training interventions, the same can TSO 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 virtual trainings, classroom training and On the Job Coaching in coordination with marketing, HR, and sales for end-to-end training deliveries.
- 3.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. You got to TSO ready for conducting CTP/ BTPs.
- 4.Develop and upgrade training modules, assessments, diagnostic tools of training programs allocated, and develop activities and follow up programs based on learning objectives.
- 5.Cover all the new TSOs through On the Job Coaching within 90 days from the last day of CTP. Your H.Q i.e Delhi must have minimum 70% days available and rest working days to IQVIA H.Q. You must take the names of TSOs well in advance from the stakes Holders.
- 6.Conduct Online Assessment on regular interval (Every Monday and Thursday total 7) and share the analytics with field force by Tuesday and Friday morning. Based on gap identified, prepare a robust learning strategy, drive products refreshers, and publish the report of development of the concerned HQs/ TSOs.
- 7.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. You should critically identify the TSOs out of Mumbai pools in consultation with state head.
- 8.Conduct TNA, for example delhi pool, to identify TSOs & their challenging areas and accordingly design and drive developmental plan related to knowledge & skills aspects.
- 9.Capture evidence-based observation during strategy meetings, new launches and review meets. Detailing assessment is must, scores of TSOs performance on product knowledge and detailing. (Use 18 points standard format for evaluation).
- 10.Conduct other Training Programs as per the requirement of the organization and share relevant feedback within 48 hours to HO Executives and State Heads for follow up action.
- 11.Ensure the man-days compliance as per strategy laid for the same.
- 12.In coordination with the Sales Stake holders (GM & VP Sales) and through SFE data analysis with respect to TSOs 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.
- 13.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 TSO shared with the line managers, stake holders with a copy to HOD after the On-the-Job Coaching
- 14.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.
- 15.Support Mr. Anirudha Das to drive online weekly assessment of ACE products in PharmEdu. Publish necessary reports with timely feedback for necessary action to improve the performance from the base line. Online refresher for failed is must in next month to address the challenging question. Again, take assessment and publish report. Facilitate the Induction Program by assigning the Task to RMs and collect feedback from them.
- 16.Videos watched analytics and sharing details with all stakes holders is your special responsibility. Work on LMS content development along with On-the-Job Coaching and ensure timely Submission/upload of learning contents.
- 17.Coordinate and ensure positive working spirit within team for better functioning of Training Department.
- 18.Take conscious steps to develop yourself on daily basis and acquire required skills such as presentation skills, communication skills, subject knowledge to evolve and enrich Training Department in long run.
- 19.Any other responsibilities allotted /advised by the HOD/ Management time to time should TSO taken with utmost seriousness.