

**Job Role** : Deputy/ Manager – Training  
**Location** : Corporate Office Bangalore  
**Role** : Full time  
**Experience** : 7+ years with minimum 3 years' experience as first line manager / ABM handling team of 4 to 6 Members  
**Industry** : Pharmaceutical Company  
**Basic Qualification** : B.Sc/ B.Pharma/ MBA

**Skill set required:**

- a. Strong communication
- b. In depth knowledge of products
- c. Ability assess training needs
- d. Creative thinking
- e. Active listening and Coaching
- f. Problem solving
- g. Preparing presentations Excel and PPTs
- h. Presentation skills

**Job Purpose:** Identify Training needs, design & develop training content for Learning Management System (LMS), conduct on the job training, continuing knowledge assessments, conduct refreshers session, achieve the training calendar schedule.

**Person will be responsible for the following activities:**

1. Acquire all the relevant knowledge regarding anatomy, physiology, pathophysiology & products.
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 also job-related skills. In some emergency, you got to be ready for conducting 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 TSO through On the Job Coaching within 90 days from the last day of CTP.
6. 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.
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.
8. 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.

9. 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).
10. 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.
11. Maintain days for On the Job Coaching out of the total working days in a month (approx.15 days/month) except for the months with CTP/Cycle Meets where in 8-10 days will be utilized (a day before and a day post BTP for necessary arrangements and publishing consolidated report).
12. 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.