

Top Management Advisors

The Reliable Partners



Training Activities for the Pharmaceutical Sector

Sofia, 2009

© Top Management Advisors

Mission

The Reliable Partners

To provide top quality products and services for the benefit of our clients and for our own gratification from a job well done that brings meaning into our lives and progress to society.

History & Major Services

- ❖ Established in 1990 as a management consulting organization
- ❖ The first Bulgarian recruitment & selection company
- ❖ Human resource management activities for local and multinational companies (personnel appraisals, assessment centres & 360-degrees assessment, competency models, compensation & reward systems, HR capacity development)
- ❖ Training in a range of management & marketing competencies and skills, with a special focus on the pharmaceutical sector
- ❖ A leader in management standards consultancy & training (ISO 9001, ISO 13485, GDP, ISO 14001, OHSAS 18001, SA 8000, ISO/IEC 27001, EN 15038)
- ❖ Specialized services for the pharmaceutical market since 1993 (market reviews and research, regulatory affairs, publishing, strategic consultancy)
- ❖ Certified to ISO 9001:2008 by Lloyd's Register

Training for Senior Staff

- **Concepts & approaches in modern management**
- **Basic management skills**
- **People management**
 - ✓ *Selection and recruitment of staff*
 - ✓ *Leadership and coaching/mentoring*
 - ✓ *Operational management*
 - ✓ *Motivation and empowerment*
 - ✓ *Conflict resolution*
 - ✓ *Performance evaluation and assessment techniques*
 - ✓ *Personnel administration*
- **Modern approaches in marketing**
- **Customer relationship management**
- + ***A special custom-tailored Micro-MBA training package***

Training in Key Business Skills

Negotiation Skills

Selling Skills (Basic & Advanced)

Telesales/Telemarketing

Key Account Management

Presentation Skills

Facilitation Skills

Team Building

Conflict Management

Emotional Intelligence

Project Management

Event Management

Time Management

Information Security Management

The Reliable Partners

Custom-tailored Training for the Pharmaceutical Sector

The Reliable Partners

Basic Selling Skills

Advanced/Strategic Selling Skills

Key Account Management

Negotiation Skills

Presentation Skills

Facilitation Skills

Event Management

Pharmaceutical Marketing

Pharmaceutical Sector Selected Clients

- ✓ Abbott
- ✓ Actavis/Balkanpharma
- ✓ Alcon
- ✓ AstraZeneca
- ✓ Bayer
- ✓ Boiron
- ✓ CSC Pharmaceuticals
- ✓ Ecopharm
- ✓ Egis
- ✓ Eli Lilly
- ✓ Etropal
- ✓ F. Hoffmann-LaRoche
- ✓ Gedeon Richter
- ✓ GlaxoSmithKline
Consumer Health
- ✓ Hygia 2002
- ✓ Libra/Phoenix Group
- ✓ Medica
- ✓ Medochemie
- ✓ Merck, Sharp & Dohme
- ✓ Mundipharma
- ✓ Nobel Pharma
- ✓ Novo Nordisk
- ✓ Pfizer
- ✓ Schering-Plough
- ✓ Schwarz Pharma
- ✓ Sopharma
- ✓ Sting
- ✓ UCB
- ✓ Unipharm
- ✓ Wörwag Pharma
- + *The Pharmaceutical Associations*
- & *Leading pharmacies and pharmacy chains*

Key Features of Our Courses

- ✓ Interactive training
- ✓ Focus on the pharmaceutical market and the specific field techniques
- ✓ Real-life case studies with the products of the customer(s)
- ✓ Use of video equipment when appropriate
- ✓ *Meant to encourage and raise the potential of the trainees, not just teach them*

The Reliable Partners

Trainers & Contacts

- ✓ In-house trainers: 5 experienced client-focused facilitators
- ✓ External trainers: Field experts employed on project basis

Top Management Advisors Ltd.

29 Klokochnitsa St., 1202 Sofia, Bulgaria

Tel./fax: (+359 2) 931 7030, 931 7031

E-mail: hrm@tma-bulgaria.com

Web: www.tma-bulgaria.com

Certified to ISO 9001:2008

