# Advanced Pharmaceutical Key Account Management Course

27 September – 1 October 2027
Milan

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**Ref:** 1496_210465 **Date:** 27 September – 1 October 2027 **Location:** Milan **Fees:** 5700 Euro

## Overview

Advanced Pharmaceutical Key Account Management Course is a one-week course for pharmaceutical personnel responsible for complex healthcare accounts, who leave with a Pharmaceutical Strategic Account Plan. The course connects account segmentation, stakeholder mapping, value hypotheses, objectives, engagement planning, cross-functional orchestration, interaction governance, risk controls, and account performance metrics. Agile Leaders Training Center presents pharmaceutical key account management as a coordinated account-level business process.

## Who Should Attend

- Teams responsible for pharmaceutical commercial strategy and account execution
- Personnel responsible for market access and organized-customer relationships
- Functions responsible for medical affairs interfaces and scientific engagement
- Leaders responsible for account coverage, coaching, and performance governance
- Cross-functional teams responsible for strategic provider, payer, and channel accounts

The course assumes participants already contribute to pharmaceutical customer planning and leaves out introductory selling skills, clinical advice, and jurisdiction-specific legal interpretation.

## Departments and Industries

The course supports departments that coordinate strategic accounts across pharmaceutical, healthcare, distribution, and payer environments.

- Pharmaceutical commercial and key account teams
- Market access, pricing, and reimbursement functions
- Medical affairs and health-economics teams
- Hospital, provider-network, and payer engagement functions
- Distribution, channel, and customer operations teams

## Learning Objectives

By the end of this course, participants will be able to:

- Analyze account attractiveness, strategic fit, and decision dynamics
- Build stakeholder influence and relationship maps
- Develop account value hypotheses and measurable objectives
- Apply cross-functional account governance and role clarity
- Evaluate engagement compliance, risks, and issues
- Design account performance scorecards and review cycles

## Course Agenda

### Day 1: Account Strategy and Segmentation

- Pharmaceutical Account Ecosystem Map
- Account Attractiveness and Strategic-Fit Matrix
- Organized-Customer Segmentation Criteria
- Account Decision-Dynamics Analysis
- Account Insight Record and Evidence Log

### Day 2: Stakeholders and Value

- Stakeholder Influence and Relationship Map
- Clinical, Access, Procurement, and Channel Interest Matrix
- Account Need and Priority Analysis
- Value Hypothesis Development Canvas
- Evidence-to-Value Message Traceability Check

### Day 3: Strategic Account Planning

- Account Objective and Outcome Framework
- Strategic Initiative Prioritization Grid
- Account Engagement Roadmap
- Contact Strategy and Interaction Cadence
- Account Risk, Assumption, and Issue Register

### Day 4: Governance and Performance

- Cross-Functional Account Team RACI
- Commercial, Access, and Medical Role-Boundary Check
- Healthcare Interaction Compliance Pre-Check
- Account Governance and Escalation Rhythm
- Account Performance Scorecard and Review Cycle

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## Day 5: Pharmaceutical Account Practice

- Suggested Exercise: Account Segmentation Decision
- Suggested Exercise: Stakeholder Influence Mapping
- Suggested Exercise: Value Hypothesis and Objective Review
- Suggested Exercise: Governance and Compliance Scenario
- Capstone Exercise: Pharmaceutical Strategic Account Plan

## Practical Exercises

The course uses suggested activities with fictional hospital group, payer, distributor, and provider-network accounts.

- Suggested activity: compare account attractiveness, strategic fit, and decision dynamics.
- Suggested activity: map clinical, access, procurement, executive, and channel stakeholders.
- Suggested activity: connect account priorities, evidence, value hypotheses, objectives, and initiatives.
- Suggested activity: establish roles, interaction controls, escalation, metrics, and review cadence.

## FAQs

### Who suits pharmaceutical key account management training, and what does it assume?

Pharmaceutical commercial, market access, medical affairs, sales leadership, account, and customer-operations personnel suit the course; it assumes experience contributing to healthcare customer planning.

### How does pharmaceutical key account management differ from general sales account training?

Pharmaceutical key account management coordinates account-level strategy, multiple healthcare decision makers, evidence-based value, cross-functional roles, governed interactions, and long-term performance rather than focusing mainly on individual selling activity.

### What belongs in a pharmaceutical strategic account plan?

A pharmaceutical strategic account plan connects account insights, segmentation, stakeholders, value hypotheses, objectives, initiatives, engagement, responsibilities, risks, metrics, and review decisions.

### How should a cross-functional pharmaceutical account team work?

A cross-functional pharmaceutical account team needs defined decision rights, role boundaries, shared account objectives, an agreed engagement roadmap, documented handoffs, escalation routes, and a regular review cadence.

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## How is pharmaceutical account performance measured?

Pharmaceutical account performance is measured through a balanced set of account objectives, engagement progress, access milestones, relationship development, initiative delivery, risks, compliance indicators, and agreed review decisions.

## Conclusion

Participants leave with a Pharmaceutical Strategic Account Plan containing segmentation, stakeholder, value, objective, initiative, engagement, governance, risk, and performance tools. The plan connects account insight to coordinated cross-functional decisions. It helps teams execute and review account strategy without reducing key account management to isolated sales activity.