



## **Advanced Pharmaceutical Key Account Management Course**

19 – 23 April 2027  
Addis Ababa

## Advanced Pharmaceutical Key Account Management Course

**Ref:** 1496\_224659 **Date:** 19 – 23 April 2027 **Location:** Addis Ababa **Fees:** 4500 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



## **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.



## **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.