



Ashfield

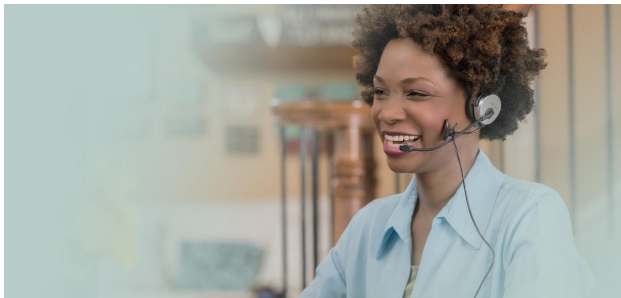
FIELD BY PHONE™ SOLUTION



Pivot your Field Teams to Become Remote Sales and Support Experts

Ashfield is the leading provider of remote promotional and omnichannel support. We provide seamless and tested solutions for the new-state of remote capabilities.

Field by Phone™ is built upon over 30 years of experience deploying best-in class inside sales solutions, underpinned by the training expertise and technology to optimize your field teams.



VALUE TO CLIENTS

Ashfield has developed and deployed **Field by Phone™** training that equips your field teams with the training and technology they must have to produce valuable, high-quality interactions.

Ashfield has significant experience and expertise in remote support and sales and, in fact, uses the technology and training internally. Whether it's COVID-19 today, a storm this winter or accommodating the HCP preference, our training, technology and certification process prepares teams now and for the future.



VALUE TO HCPS

With **Field by Phone™**, HCPs still receive the information and interactive engagements they need via remote channels - even Lunch and Learns can take place virtually.

During a time of limited access face-to-face and a changing promotional landscape, our 3-module training program enables representatives and their managers to identify and accommodate HCPs and other healthcare providers with succinct, impactful and engaged product information they need.

TRAINING

Field reps, by design, have been hired for their unique abilities to maximize face-to-face interactions and provide productive engagement within an office setting. Now, they've been asked to flip their abilities to a remote channel. This means pivoting focus to other skills like active listening, overcoming barriers and working with gatekeepers through other channels.

To enable employees to sell and perform at their best, we provide our industry-leading training expertise with certification that will ensure each representative and their managers not only feel confident, but are armed with the best techniques for engaging HCPs in time-sensitive interactions over the phone.



3-MODULE TRAINING PROGRAM

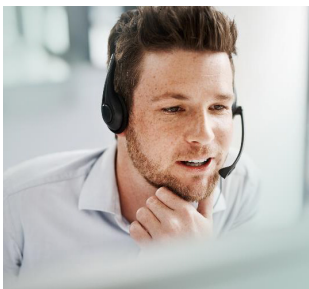
MANAGER'S TRAINING

Powering remote teams, the Manager's Training module focuses on providing managers with the tools and methodologies for operating from a distance; this includes communication optimization, flexing technologies, coaching, and how to 'manage without seeing'.



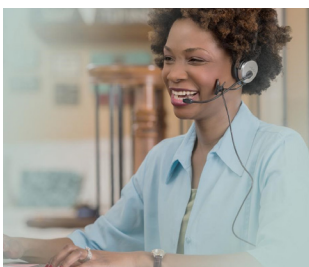
REMOTE TEAM TRAINING

This module first addresses the baseline requirement of building relationships internally and externally via remote channels. Remote Team Training also provides specific guidance on how to effectively sell without face-to-face interaction by sharpening persuasive communication skills.



LEARNING ASSESSMENT

Once representatives are equipped with the initial training, the Learning Assessment Module revisits the quality and/or challenges of interactions to maintain a feedback loop. Encouraging continuous improvement, this module ensures skill development and effectiveness from the entire team.



To get started, contact us:

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