

MSL New Hire Onboarding Curriculum Map

Supporting the New Hire during their Onboarding Journey

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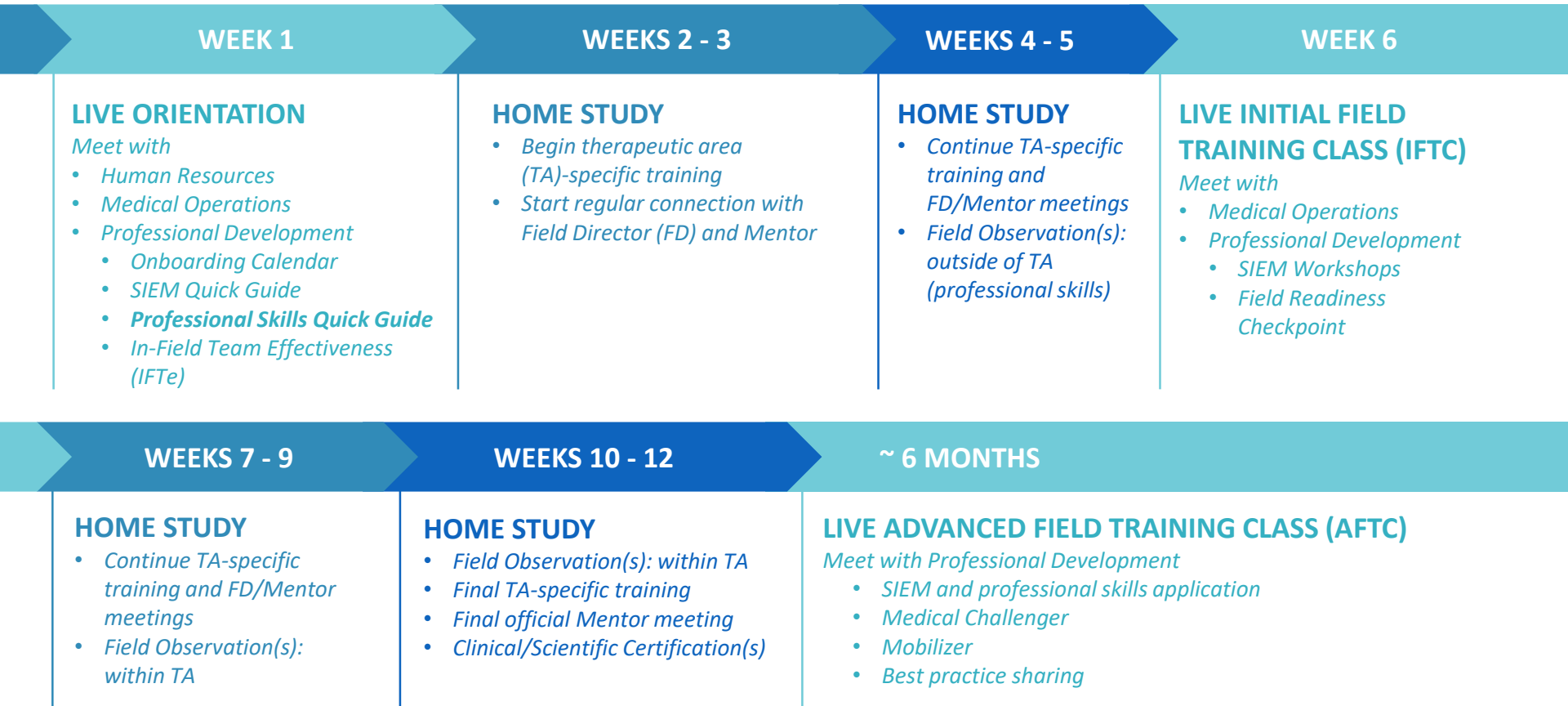
Weeks 7-9

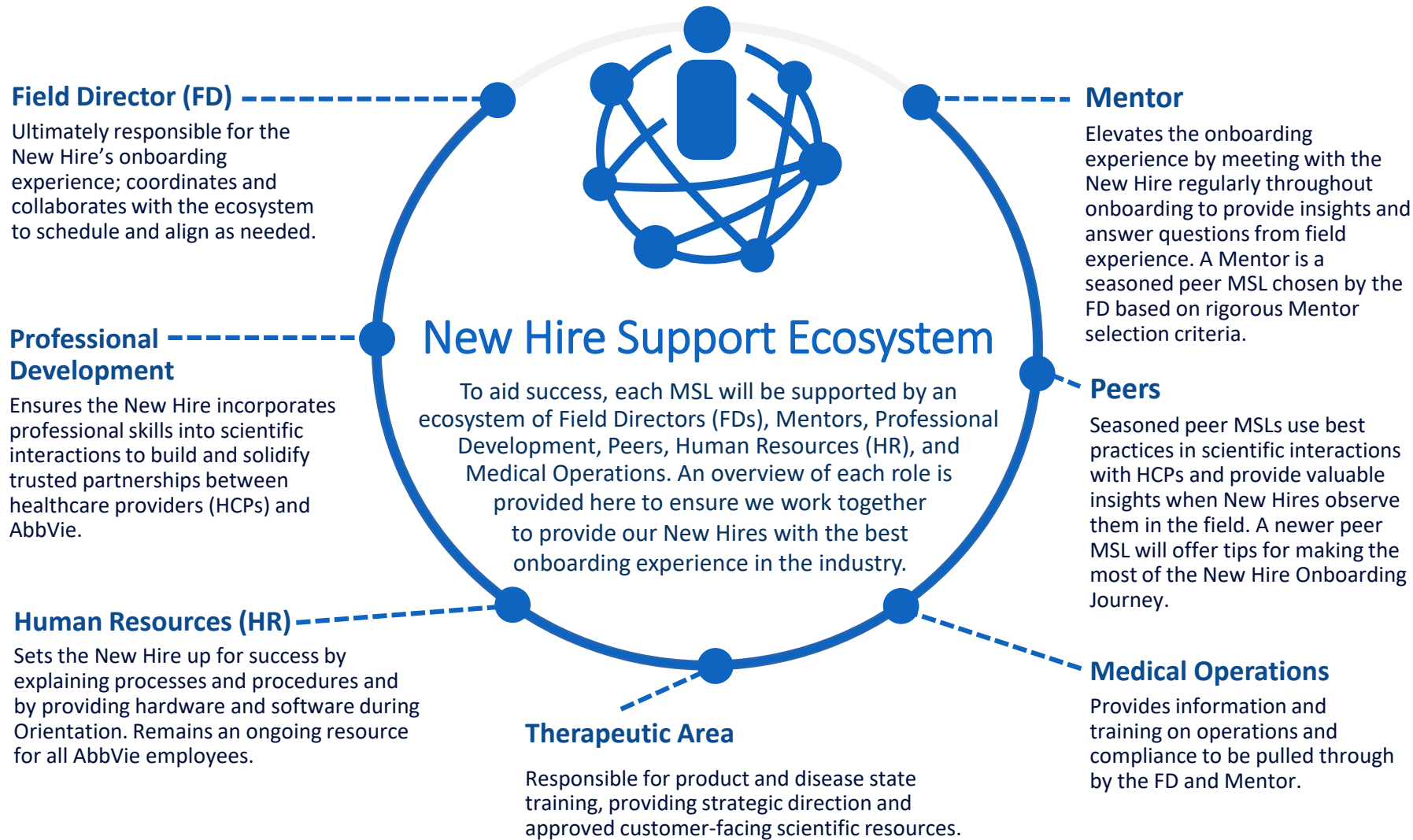
Weeks 10-12

6 months: AFTC

New Hire Onboarding Journey

Upon completion of the Onboarding Journey, the New Hire will demonstrate competency across multiple domains that support positive territory impact and overall success as an AbbVie Medical Science Liaison (MSL). The ideal flow for a New Hire is outlined below and may be modified to accommodate hire date as needed.





Support Ecosystem Responsibilities: Before Day 1

Before Day 1, the focus is on communicating and coordinating with the New Hire's Support Ecosystem.

Field Director

- Select and prepare New Hire's Mentor
- Send
 - Welcome email to New Hire's personal email
 - New Hire bio to National Field Director
- Coordinate scheduling of:
 - Orientation Week, IFTC, AFTC with Professional Development

Medical Operations

- Coordinate with TAs and Professional Development to schedule virtual and live training for all incoming New Hires
- Order equipment (iPad, computer)
- Send monitor, keyboard, mouse to home address
- Book travel for orientation and send information to New Hire

Mentor

- Schedule biweekly check-in with FD

Professional Development

- Coordinate with TAs to schedule Orientation, Virtual Presentations, IFTC, and AFTC for all incoming New Hires
- Send welcome email to New Hire's personal email including
 - Onboarding Calendar*
 - Scientific Interaction Excellence Model (SIEM) Quick Guide*
 - Professional Skills Quick Guide*

Support Ecosystem Responsibilities: Week 1

Live: Orientation

During Orientation week, FD/Mentors focus on scheduling now that the New Hire has an AbbVie email; Professional Development and Medical Operations partner to conduct an in-person Orientation.

Field Director

- Send New Hire and Mentor introduction email
- Coordinate scheduling of:
 - Meeting the New Hire on TA National Call
 - Clinical/Scientific Certification dates
- Schedule weekly check-in with New Hire
- Meet with New Hire's Mentor
- Ensure:
 - New Hire receives invitation to scheduled conference calls
 - Functional IT equipment

Medical Operations

- Meet with New Hire(s) live
 - MSL Acceptable Practices/situation-based training
 - Ensure fleet vehicle, business cards, and corporate credit card are ordered
 - Systems overview (eg, iPad, Concur, AbbVie Portal, VPN, COMPASS, and Compliance Training)
 - Ensure relevant forms completed for access to AbbVie systems
 - Assign territory through Javelin

Mentor

- Send welcome email
- Schedule weekly check-in with New Hire
- Schedule meeting to introduce New Hire to team
- Invite New Hire to scientific conferences
- Meet with FD

Professional Development

- Meet with New Hire(s) live
 - Welcome and introductions
 - Onboarding Journey overview
 - Review Onboarding Calendar
 - Understanding the role of MSL and TA
 - Scientific Interaction Excellence Model (SIEM) Overview
 - Hand out **Professional Skills Quick Guide**
 - IFTe Overview

Support Ecosystem Responsibilities: Weeks 2-3

Home Study

New Hires will begin their Home Study, which includes all items outlined in this Curriculum Map and their TA-specific documentation.



Field Director

- Meet with New Hire weekly to:
 - Check-in on week 1 and Orientation
 - Discuss Mentor role and support
 - Provide guidance for who New Hire should schedule Field Observations with (in and outside of TA)
 - Provide an overview of AbbVie, your TA, your team
 - Discuss DPOs/Veeva documentation best practices
 - Review iPad functionality/apps and TA-specific software (eg, OneNote)
 - Run through 1-2 scenarios in **Compliance Scenario Conversation Starters** and answer compliance questions
 - Discuss TA-specific questions



Medical Operations

- Ensure New Hire has access to:
 - Acceptable Practices Interactive Modules (3)*
 - Foundations of Medical Compliance Video*
 - Medical Operations Organization Chart**



Professional Development

- Host Virtual Presentations:
 - Virtual Concur Training (30 min)
 - Virtual **Introduction to Compliance** (60 min)
- Send email to New Hire(s) to prepare them for IFTC
- Ensure New Hire has access to:
 - What Good Looks Like Videos**
 - Patient Journey Experience**



Mentor

- Meet with New Hire each week; over the 2-week period, cover:
 - Welcome and introductions
 - Review your role as a Mentor and how you will support the New Hire
 - Check in on week 1 and Orientation
 - Answer questions that you can offer insight on given your field experience
 - Ensure New Hire schedules Field Observations; make connections if needed
 - 1-2 outside of TA weeks 4-5
 - 1-2 within TA weeks 7-9
 - 1-2 within TA weeks 10-12
 - Review the *Professional Skills Focus Field Observation (FO) Checklist* to prepare the New Hire for their first FO(s)
 - Veeva documentation examples and best practices
 - Discuss **Tell Me More Interactive Video**
- During week 3, meet with FD to collaborate on support for New Hire

Support Ecosystem Responsibilities: Weeks 4-5

Home Study

New Hires will continue their Home Study, completing all assignments in order to attend IFTC in week 6. Field Observations should occur outside their TA and focus on professional skills.



Field Director

- Meet with New Hire weekly to:
 - Debrief FOs
 - Provide an overview of a:coach
 - Discuss TA-specific questions
 - Run through 1-2 scenarios in **Compliance Scenario Conversation Starters**
 - Discuss **Patient Journey Experience eLearning**
 - Check in on **Medical Operations Organization Chart** progress; provide input
- Confirm New Hire is IFTC-ready (see IFTC entrance/exit criteria)
- Email Professional Development confirmation of New Hire IFTC-readiness



Professional Development

- If needed, modify IFTC agenda given number of New Hires to attend and subject matter expert (SME) availability
- Send IFTC “what to expect” email to New Hire
- Host Virtual Presentations
 - Clinical Trial Overview Virtual Presentation* (60 min)
 - Clinical Trials & Investigator Initiated Studies (IIS) MSL Involvement Virtual Training* (if applicable to New Hire’s business)



Mentor

- Meet with New Hire weekly to:
 - Debrief FOs
 - Go through **Peer Checklist – Part II: Professional Skills**
 - Provide an overview of a:coach from your perspective
 - Show examples of your best DPOs/Veeva documentation and review best practices to prepare New Hire for IFTC
 - Discuss **What Good Looks Like (WGLL) Videos (SIEM Presence, Presentation Skills)**
- Meet with FD (week 5)

IFTC-Readiness

Entrance Criteria

Successful completion of the following:

- ✓ Live Orientation
- ✓ 1-2 FOs outside of TA focused on professional skills; reviewed documentation and experience with Mentor and FD
- ✓ Professional skills training listed in this Onboarding Calendar through week 5
- ✓ Medical Operations training listed in this Onboarding Calendar through week 5
- ✓ TA-specific training required through week 5
- ✓ Veeva Modules

Exit Criteria

- ✓ Complete IFTC
- ✓ Complete Field Readiness Checkpoint with plan for in-field follow-up

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Before Day 1

Week 1:
Orientation

Weeks 2-3

Weeks 4-5

Week 6: IFTC

Weeks 7-9

Weeks 10-12

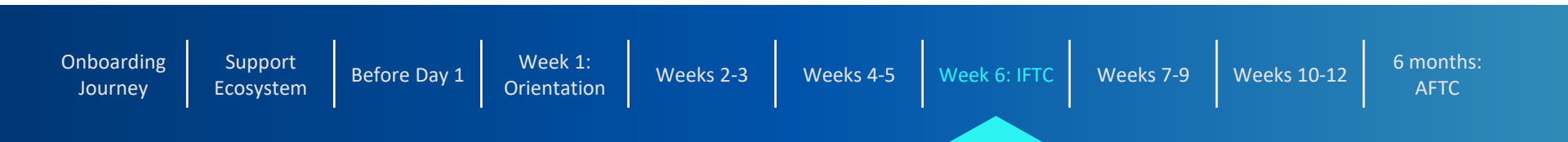
6 months:
AFTC

Initial Field Training Class

Example Schedule

Day 1 (9am – 4pm)	Day 2 (9am – 4pm)	Day 3 (9am – 3pm)
<ul style="list-style-type: none"> • Welcome & Introductions • USMA Overview • A Day in the Life of an MSL • Scientific Interaction Excellence Model PLAN • Day 1 Recap & Questions 	<ul style="list-style-type: none"> • Compliance • Scientific Interaction Excellence Model PRESENCE • Veeva Sandbox • Day 2 Recap & Questions 	<ul style="list-style-type: none"> • Scientific Interaction Excellence Model PULL THROUGH • Field Readiness Checkpoint • IFTC Wrap-up & Survey

A detailed schedule will be provided to New Hires upon arrival.



Support Ecosystem Responsibilities: Week 6

Live: Initial Field Training Class (IFTC)

New Hires will attend live training hosted by Professional Development with a primary focus on professional skills. Medical Operations will also be present to meet New Hires and run some sessions. FDs will focus on ensuring the remainder of the New Hire Onboarding Journey is coordinated and scheduled.

Field Director

- Confirm remaining items are scheduled for New Hire:
 - Remaining FOs
 - Healthcare Solutions Virtual Presentation*
 - AFTC
- Email New Hire approved material
 - Identify section they will present to you in weeks 7-9, demonstrating:
 - Scientific Storytelling
 - Putting data in context
 - Summarizing
 - Provide scenario for presentation to provide context

Medical Operations

- USMA Overview at IFTC

Professional Development

- Coordinate, host, and train New Hires at IFTC
- Conduct IFTC Field Readiness Checkpoint for all New Hires in attendance
- At conclusion of IFTC, send communication to FDs and Mentors for each New Hire with IFTC Field Readiness Checkpoint report

Support Ecosystem Responsibilities: Weeks 7-9

Home Study

New Hires return to Home Study armed with significant information, examples, and training on professional skills, clinical acumen, and TA-specific topics. Field Observations should occur within their TA and focus on all skills.

Field Director

- Meet with New Hire weekly to:
 - Debrief IFTC
 - Discuss TA-specific questions
 - Listen to New Hire present data from approved material; provide feedback on ability to use scientific storytelling skills, put data in context, and summarize
 - Discuss **Communication Blueprint** with New Hire
 - Ensure **Medical Operations Organization Chart** finalized

Professional Development

- Host Virtual Presentations
 - Healthcare Solutions* (60 min)
 - Library Services* (60 min)

Mentor

- Meet with New Hire weekly to:
 - Debrief IFTC
 - Provide a scenario and DPO from your own experience
 - Walk New Hire through the process of asking powerful questions and active listening in that scenario
 - Walk the New Hire through a PLAN you have for an upcoming visit with an HCP using the SIEM Quick Guide
- Meet with FD (weeks 7 & 9)

Support Ecosystem Responsibilities: Weeks 10-12

Home Study

New Hires complete their TA-specific training and Clinical/Scientific Certification(s) to be able to start work in the field. Field Observations should occur within their TA and focus on all skills.



Field Director

- Meet with New Hire weekly to:
 - Ensure preparedness for Clinical/Scientific Certification(s)
 - Discuss TA-specific questions
 - Discuss **Managing Presentations Dos and Don'ts** application to New Hire
 - Discuss reduced touchpoints schedule following week 12



Professional Development

- Ensure AFTC has been scheduled by FD for all New Hires who completed IFTC
- Schedule email to send prior to AFTC, preparing New Hires for attendance
- Host Virtual Presentations
 - HEOR Virtual Presentation* (30 min)
 - KAM Virtual Presentation* (30 min)
 - Med Info Virtual Presentation* (60 min)



Mentor

- Meet with New Hire weekly to:
 - Answer any questions as New Hire prepares for Clinical/Scientific Certification(s)
 - Discuss your PRESENCE and PULL THROUGH for the interaction you planned with the New Hire
 - Help them PLAN for one of their first interactions with an HCP using the SIEM Quick Guide
 - Discuss reduced touchpoints schedule following week 12
- During week 11, meet with FD to debrief on New Hire and Mentor experience

Support Ecosystem Responsibilities: ~6 months

Live: Advanced Field Training Class (AFTC)

After spending time in the field, New Hires return for live training with Professional Development to focus on professional skill application, problem-solving, best practice sharing, and diving deep into Medical Challenger and Mobilizer.



Field Director

- Confirm New Hire is AFTC-ready (see AFTC Readiness Criteria)
- Confirm with Professional Development that New Hire is AFTC-ready for scheduled class
- Use **FD Pull Through Guide** when observing New Hires in the field



Professional Development

- Send AFTC “what to expect” email with prework to New Hire(s)
- Host and train New Hires at AFTC
- Conduct AFTC Field Readiness Checkpoint for all New Hires in attendance
- At conclusion of AFTC, provide commentary to FDs and Mentors on observations for each New Hire including strengths and opportunities for development

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Before Day 1

Week 1:
Orientation

Weeks 2-3

Weeks 4-5

Week 6: IFTC

Weeks 7-9

Weeks 10-12

6 months:
AFTC

AFTC-Readiness

Entrance Criteria

Successful completion of the following:

- ✓ Live Orientation
- ✓ IFTC
- ✓ Demonstrated competency of professional skills observed in IFTC Field Readiness Checkpoint
- ✓ 2-4 FOs focused on combined skills; reviewed documentation and experience with Mentor and FD
- ✓ Professional skills training listed in their Onboarding Calendar through week 12
- ✓ Medical Operations training listed in their Onboarding Calendar through week 12
- ✓ Required TA-specific training
- ✓ Passed Clinical/Scientific Certification(s)
- ✓ Spent ≥ 2 months in the field

Exit Criteria

- ✓ Complete AFTC
- ✓ Commentary provided to FD by Professional Development on AFTC observations of New Hire strengths and opportunities for development

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Before Day 1

Week 1:
Orientation

Weeks 2-3

Weeks 4-5

Week 6: IFTC

Weeks 7-9

Weeks 10-12

6 months:
AFTC

Advanced Field Training Class

Example Schedule

Day 1 (9am – 4pm)

- Scientific Interaction Excellence Model Application workshops may include:
 - **Powerful Questions Workshop**
 - **Communications Workshop**
- Medical Challenger/Mobilizer

Day 2 (9am – 3pm)

- Compliance & Veeva Application
- Best Practices & Problem-Solving workshops may include:
 - **Value Proposition Canvas Workshop**
 - **Understanding Your In-Field Team Workshop**

A detailed schedule will be provided to New Hires upon arrival.

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Before Day 1

Week 1:
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Weeks 4-5

Week 6: IFTC

Weeks 7-9

Weeks 10-12

6 months:
AFTC

MSL New Hire Onboarding Journey

Better Together
Supporting Success from Day 1

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