

Manager/Mentor Check-in Discussion Guide: Platform Use

Reinforcement Training



Jornay^{PM}
methylphenidate HCl 
extended-release capsules



Overview:

This Manager/Mentor Check-in Discussion Guide is designed to be used during a 30-45 minute, live or virtual coaching session led by a manager or mentor. The guide consists of:

1. Instructions (page 2)
2. Coaching Conversation Roadmap (page 3-4)
3. Goals and Commitments Worksheet (page 5)

Instructions

Before the session:

- ✓ Review the Coaching Conversation Roadmap
- ✓ Communicate any assignments that you would like the individual to complete prior to the session (eg, create a pre-call plan for one of your accounts and bring it to the session)
- ✓ Refresh your knowledge of Ironshore's data platforms and navigation steps for key HCP/account information

During the session:

- ✓ Use selected questions and prompts from the Coaching Conversation Roadmap to drive the coaching conversation, asking follow-up questions as needed
- ✓ Provide the individual with the Goals and Commitments Worksheet for recording their key takeaways from the session
- ✓ As much as possible, focus on:
 - Specific competency-based behaviors
 - Role-appropriate goals
 - Sustainable accountability strategies

After the session:

- ✓ At pre-established time intervals, follow up on goals set by the individual
- ✓ As appropriate, reinforce best practices for platform use in future coaching interactions

Platform Use: Coaching Conversation ROADMAP

ALIGN

Start the discussion with questions like:

- What HCP/account data is valuable for pre-call planning, and why?
- What are some specific examples of:
 - HCP/account data that you have leveraged for developing a call objective?
 - Opportunities that you have uncovered by analyzing HCP/account data?
 - Other insights you have gained from HCP/account data?
- Where do you go in our data platform(s) to find key information about HCPs/providers?

During the discussion:

- Share any of your own observations of the individual's performance in using data to enhance their pre-call planning
- Based on the individuals' level of understanding of the relevance/value of HCP/account data for pre-call planning, reinforce how specific HCP/account data from certain platforms can help them to:
 - Assess market potential
 - Understand an HCP's experience with JORNAY PM and competitors
 - Characterize an account's payer mix
 - Identify the highest-volume writers of competitors within an account
- Provide specific examples from your own experience to:
 - Increase the individual's understanding
 - Drive best practices

Platform Use: Coaching Conversation ROADMAP

COLLABORATE

Continue the discussion with questions like:

- How would you rate your ability in each of the following? (scale: highly skilled, proficient, or developing)
 - Making time/effort to gather data for pre-call planning
 - Leveraging HCP/account data in pre-call plans
 - Efficiently navigating data platforms to uncover key HCP/account information
- What specific actions will you take to improve in each of these areas?

During the discussion:

- Provide feedback, sharing any specific observations and experiences
- If needed, demonstrate examples of data searches using your own device
- Instruct the individual to capture their goals and commitments on the Goals and Commitments worksheet

EXECUTE

At the end of the discussion:

- Establish a follow-up cadence with the individual (eg, "I will check in with you after 3 weeks to touch base on your goals.")
- Invite the individual to maintain two-way communication with you around this topic to:
 - Ensure pull-through
 - Share successes
- Strategize around setbacks or struggles
- If needed, set up additional training on data platform navigation

Platform Use: GOALS AND COMMITMENTS Worksheet

GOALS	<p>As a result of today's coaching conversation, my goal(s) is/are to: <i>(check one or more)</i></p> <ul style="list-style-type: none"><input type="checkbox"/> Improve my understanding of the relevance/value of HCP/account data for pre-call planning<input type="checkbox"/> Dedicate more time/effort to gather data for pre-call planning<input type="checkbox"/> Increase my effectiveness in leveraging HCP/account data in my pre-call plans<input type="checkbox"/> Develop my skills in navigating data platforms to uncover key HCP/account information<input type="checkbox"/> Other <i>(record below)</i>
COMMITMENTS	<p>What specific actions will you take to achieve these goals, and in what timeframe?</p> <p>Action 1:</p> <p>Action 2:</p> <p>Action 3:</p>