

LTEN[®]2023

**FOCUS
FORWARD**

Welcome and Thanks for Attending



From Field Trainer to Emerging Leader

How Endo Pharmaceuticals Prepares Field Trainers to be Informal Leaders

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Prester FX





OUR PATH



WHERE WE STARTED

PROGRAM OVERVIEW

LEADERSHIP SUPPORT

MENTORING SKILLS

ACCOUNTABILITY

INFORMAL LEADERSHIP

AREAS OF EMPHASIS

PROGRAM DRIVERS

INCENTIVES

CHANGE MANAGEMENT

CAREER DEVELOPMENT

WHERE WE ARE NOW

Where we started....

- In-Person Training for Trainers:
 - *Facilitation Skills*
 - *Road to Harassment Free Workplace*
 - *Six Disciplines of Breakthrough Learning*
 - *Interviewing & Onboarding New Hires*
- Tools:
 - New Hire Onboarding Guide iPDF
 - Sales Competency Guide iPDF
- Incentives: EY Points



Roy Pollock, PhD
Andy Jefferson

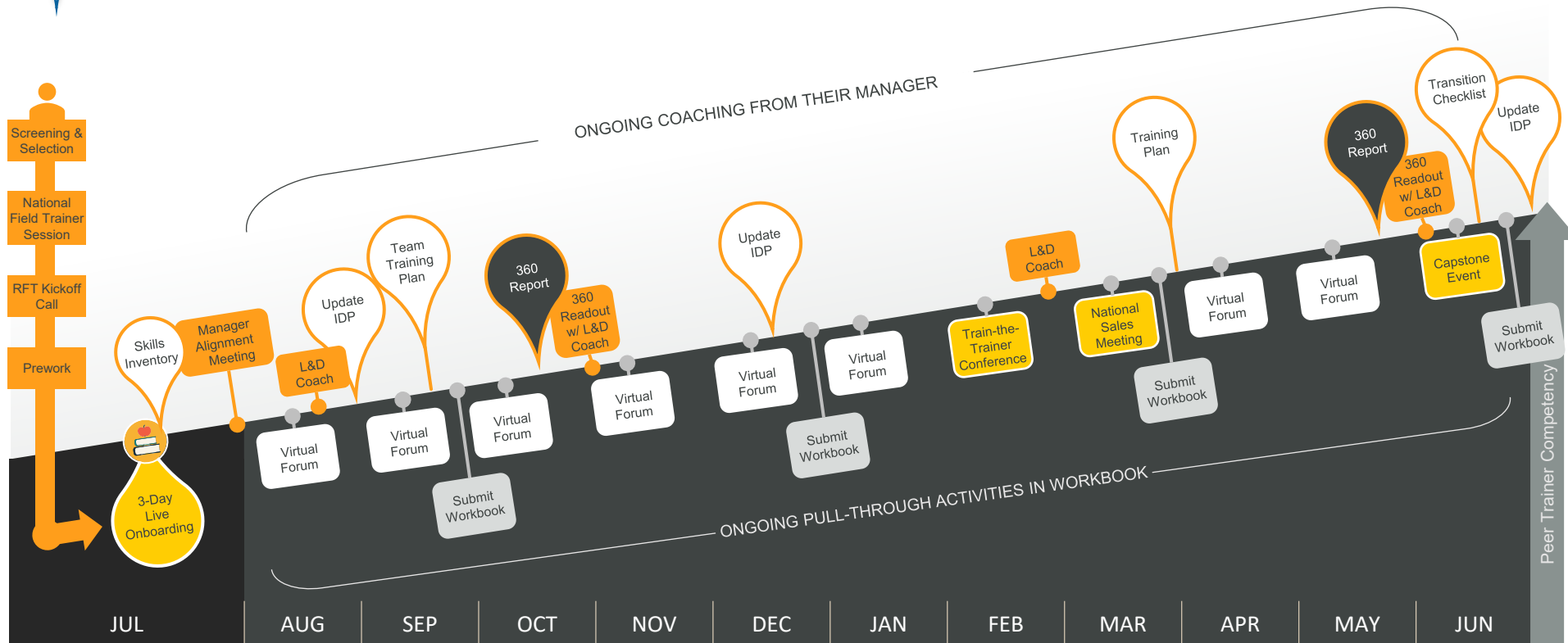
Patricia Scott, PhD



Endo Field Trainer Program



George





George

Endo Field Trainer Program

Onboarding

Virtual Forums

National Sales Meeting

360 Feedback

Capstone

Screening & Selection
National Field Trainer Session
RFT Kickoff Call
Prework

Skills Inventory
Manager Alignment Meeting

3-Day Live Onboarding

Virtual Forum

Virtual Forum

Update IDP

L&D Coach

Team Training Plan

3 Day Live Onboarding Program



JUL

AUG

SEP

OCT

NOV

DEC

JAN

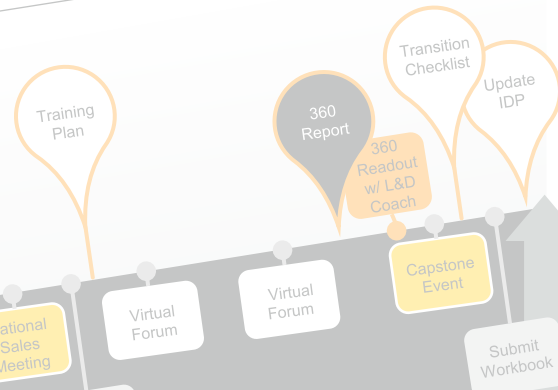
FEB

MAR

APR

MAY

JUN



WORKBOOK

Peer Trainer Competency





Endo Field Trainer Program



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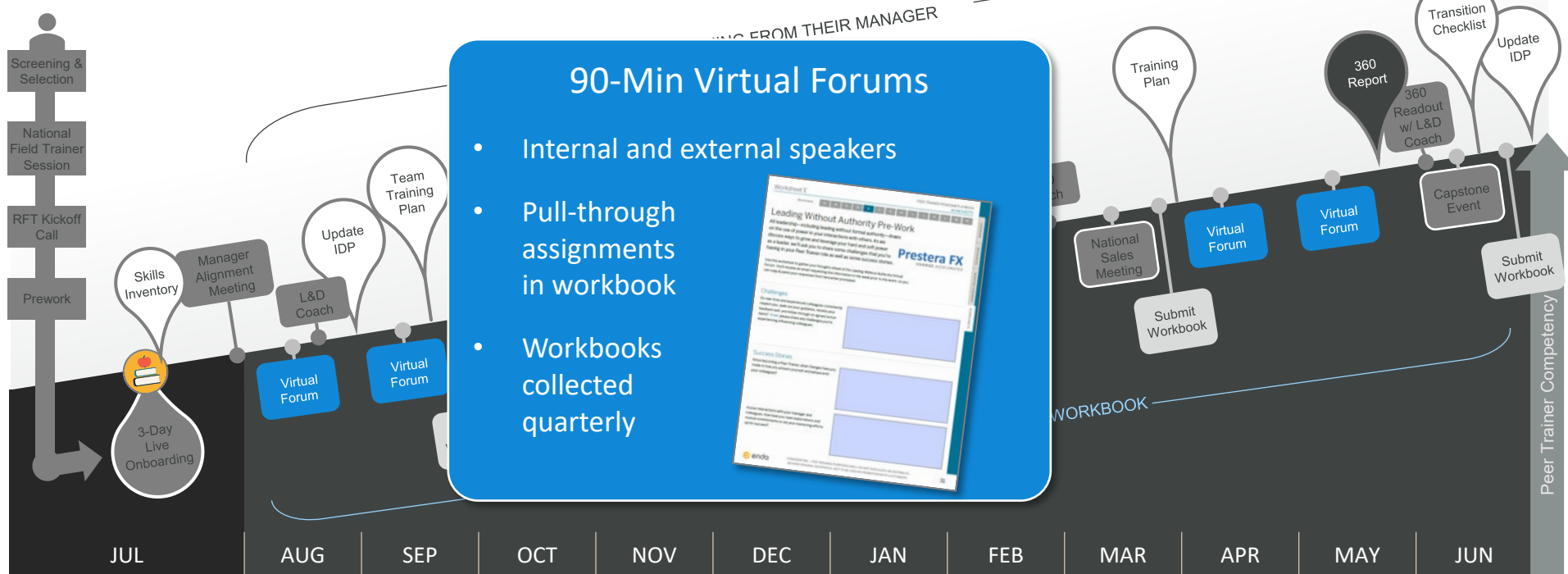
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Endo Field Trainer Program



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Onboarding

Virtual Forums

National Sales Meeting

360 Feedback

Capstone

National Sales Meeting

- Field Trainers prepare sessions, deliver some, and facilitate breakouts



Field Trainers bring real-world examples and credibility





Endo Field Trainer Program



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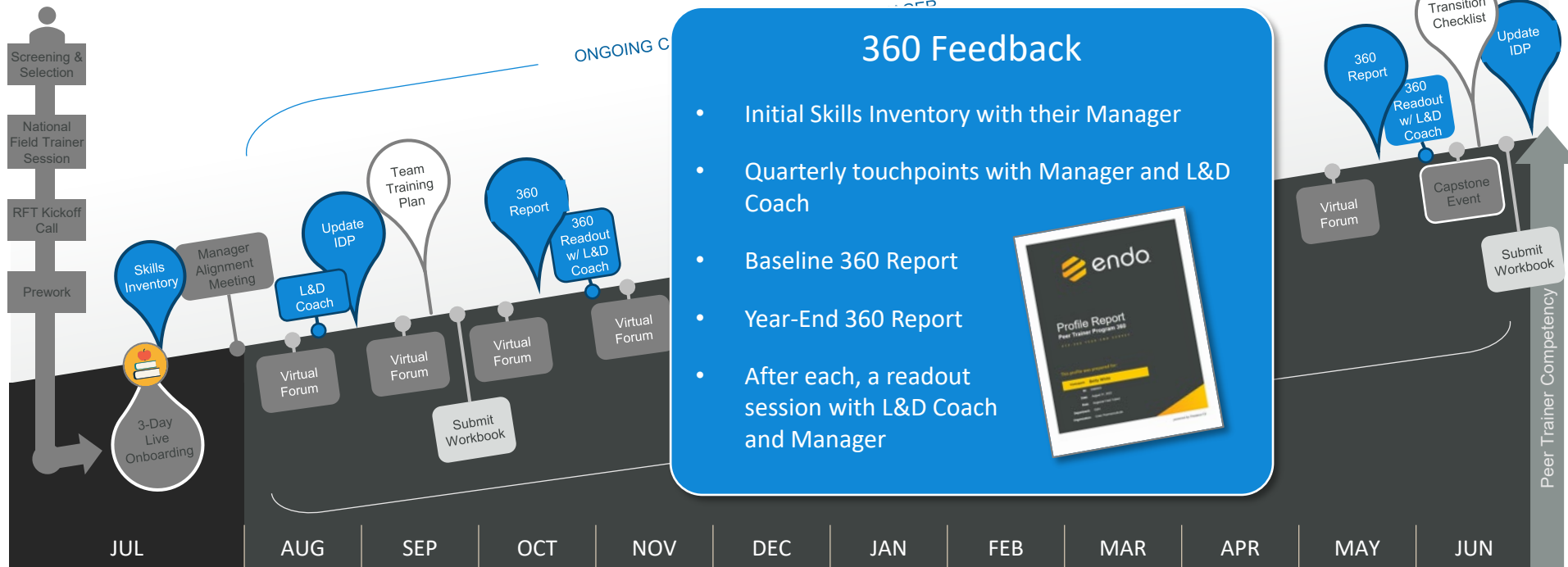
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Endo Field Trainer Program



George

Onboarding

Virtual Forums

National Sales Meeting

360 Feedback

Capstone



Leadership Support

- Executive sponsor
- Frequent communication
- Direct involvement of leaders through:
 - Senior executives speaking at onboarding sessions
 - Quarterly manager touchpoints
 - Aligning Training Plans with Business Plans
- Satisfaction surveys



Accountability

- Nomination process for sought-after NFT role, creates competition
- Quarterly Manager touchpoints
- Quarterly L&D Advisor touchpoints
- 360 Assessments (twice)
- Workbook collection
- Tracking in ACTO
- Capstone: Trainers present their accomplishments





Incentives



George

- Stipend
- Greater exposure to senior leadership
- Cross-functional interaction with colleagues to broaden their network and mindset
- Mentoring from L&D Coach
- Individual Development Plan linked to Field Trainer journey
- Opportunities to develop and apply leadership skills
- Opportunities to support key business initiatives



Mentoring Skills

- The Mentor Legacy
 - Workshop
 - Competency Model
- 360 feedback from Manager, colleagues, and Trainees
- 360 feedback on:
 - Endo Values
 - Mentor Competencies
 - Leadership Qualities
 - Potential Derailers



Mentor Legacy by Proctor Learning

Competency Guide

Model Overview

Learning Facilitator

1 Assess your proficiency in this competency and discuss with your manager

	Development Opportunity	Adaptability Proficient	Key Strength
COMMUNICATE			
COMPLY			
CONTEXTUALIZE			
MODEL			
PRACTICE			

When explaining a concept, best practice, or set of instructions, communicates clearly and at the appropriate level for the audience. Knows and consistently complies with the organization's policies and procedures.

When explaining something new, uses relevant examples and stories to help others understand the relevant context.

Consistently models the organization's norms, its way of doing things, and its values.

When acquiring new knowledge and skills, practices and rehearses until fully mastered.

2 Consider how you can strengthen this competency

Storytelling
There is an art and a science to telling great stories that connect with the audience and get them thinking more deeply. How could you become a master storyteller?

Facilitation
Great facilitation guides people to the right answers without lecturing and taps into their natural curiosity to learn and grow. How could you become a master facilitator?

Skill Building
Mastering new skills requires lots of thoughtful practice, involving repetition, reflection, and refinement. How can you create more opportunities for this?

3 Identify take-aways and action items

Model Overview: Trustful Advisor, Learning Facilitator, Feedback Provider, Insightful Guide

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Leadership Traits YOUR TRAIT MAP

360 Leadership Qualities

Leadership Qualities	Potential Derailers	Leadership Qualities	Potential Derailers	Leadership Qualities	Potential Derailers	Leadership Qualities	Potential Derailers
1. Active Listening	2. Active Listening	3. Active Listening	4. Active Listening	5. Active Listening	6. Active Listening	7. Active Listening	8. Active Listening
9. Active Listening	10. Active Listening	11. Active Listening	12. Active Listening	13. Active Listening	14. Active Listening	15. Active Listening	16. Active Listening
17. Active Listening	18. Active Listening	19. Active Listening	20. Active Listening	21. Active Listening	22. Active Listening	23. Active Listening	24. Active Listening
25. Active Listening	26. Active Listening	27. Active Listening	28. Active Listening	29. Active Listening	30. Active Listening	31. Active Listening	32. Active Listening
33. Active Listening	34. Active Listening	35. Active Listening	36. Active Listening				

Informal Leadership

Program is infused with topics/skills that better prepare trainers to act as informal leaders within the organization

...not *just* trainers but also influencers, mentors, change agents, and thought leaders



Change Management

Program is infused with topics/skills that better prepare trainers to support broader organizational change initiatives



Career Development

- *How to Create a Meaningful IDP* workshop
- Introduced to Career Development resources:
 - Career Development Playbook
 - Reflections Summary
 - Manager Guide
 - Resource Guides
- Asked to create an Individual Development Plan (IDP) upfront and taught best practices
- Asked to update their IDP in response to coaching, skills inventory, 360 feedback, and capstone feedback





Where we are now...



George

- Re-branded to Peer Trainer Program
- Expanded audience outside of Sales Team...to office-based and plant-based trainers
- Expanded to Canada and Ireland with plans to expand to India
- Added more topics that have enterprise implications, such as Endo Values and Career Development
- Deployed curriculum through ACTO for greater scale

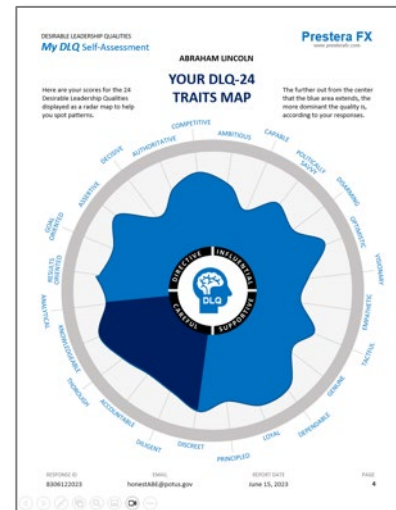


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2. Complete the questionnaire in 5 min
3. Receive your free DLQ Report within 24 hours



Tell Us How We Did

Take One Minute to Share Your Feedback

From the app:

1. Select this Workshop
2. Click on Survey to Complete

Every Workshop Survey you submit enters you into a daily drawing for **one of three \$25 Amazon gift cards!**

A screenshot of a survey form titled "LTEN Annual Conference 2023". The form includes a home icon, a "Session Name" field, a question "How valuable did you find the information presented at this session?" with a rating scale from "Poor" to "Excellent" (represented by five stars), a text input field for "What information in this session was most useful to you?", another text input field for "What would have made this session better?", a "Done" button, and a "Privacy Policy" link.

LTEN Annual Conference 2023

🏠

Session Name

How valuable did you find the information presented at this session?

Poor Excellent

☆ ☆ ☆ ☆ ☆

What information in this session was most useful to you?

What would have made this session better?

Done

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