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| --- | --- | --- | --- | --- | --- | --- |
| ***Sales Call Checklist: Select a rating for each line item below*** | | | | | | |
| **Note:**  - Please complete the scores utilizing the 1AZSF Behavioral Roadmap | **1** | **2** | **3** | | **4** | **5** |
| **ENGAGE**  Open the sales call powerfully with Insight to demonstrate an understanding of the customer's world to establish credibility | ☐ | ☐ | ☐ | | ☐ | ☐ |
| **DISCOVER**   Foster dialogue to deepen understanding of the customer’s needs and uncover potential barriers/opportunities.   Customize message to position product as a solution that can help address the appropriate unmet need | ☐ | ☐ | ☐ | | ☐ | ☐ |
| **CLOSE**  Gain a specific agreement for action that is consistent with the sales discussion based on the unmet need | ☐ | ☐ | ☐ | | ☐ | ☐ |
| **INCLUDED CONTEXTUAL FAIR BALANCE: Mandatory & must be included to pass certification** | **YES** | | | **NO** | | |
| All product discussions with HCP must include a review of Adverse Reactions  and ISI. Review the Warnings and Precautions and Adverse Reactions on the CVA to ensure that the required fair balance is included in the interactive detail with the HCP. | ☐ | | | ☐ | | |
| **Did the representative offer the Prescribing Information for FARXIGA?** | ☐ | | | ☐ | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Overall Sales Call Score** | **1** | **2** | **3** | **4** | **5** |
| * **Score of 2 or above is passing** * **A check of “no” for any of the above is an automatic fail** | ☐ | ☐ | ☐ | ☐ | ☐ |