

## Recommended AMS Courses for Non-Sales Employees

The AMS website is your company’s training library. Use it to train not only your sales team but other company personnel. Here are some suggestions for courses that are particularly relevant to non-sales employees.

Recommended Courses	Customer Service	Operations	Managers
All courses in the Products & Procedures category, depending on the company focus	✓		
All courses in the “Customers and Markets” category, depending on the company focus	✓	Possibly	✓
Time Management	✓	✓	✓
Understanding the Distribution Business	✓	✓	✓
Selling Distribution Value	✓	✓	✓
Using E-mail in Sales	✓	✓	✓
Legal Issues in Healthcare Sales	✓		✓
Fundamentals of GPOs and Healthcare Contracting	Possibly	Possibly	✓
Leveraging Manufacturer Partnerships		Possibly	✓
Basics of HIPAA and Patient Privacy			✓
Probing and Listening	✓		
Margin Management for Distributor Salespeople			✓