

HOW TO USE THIS FACILITATOR GUIDE

This guide is used to assist facilitators in delivering topics to learners in a clear and efficient manner. Facilitators will need to perform the following tasks prior to the start of the course.

- Read through the facilitator guide.
- Confirm you have access to the tools and resources.
- Practice using the tools and resources to support the delivery of the key topics.

The Ready! content was designed with both **T-Mobile Corporate-Owned Retail (COR) & TPR employees** in mind. But there are a few **topics that apply to COR employees only**.

This guide will identify those topics in the **Topics, Tools, & Time section** & throughout the guide with **(COR ONLY)**. When a topic is identified as **(COR ONLY)**, TPR trainers are encouraged to use this time to deliver the topic objective as it aligns with their business.

Key Terms	What it Means for You
PURPOSE	Provides the WIIFM of the topic and/or activity.
TIME	Indicates the approximate time for the activity.
ASK	Ask the learners this question and wait for responses.
EXPLAIN	Use your own words to deliver the content.
ACTION	Indicates a task the facilitator must do.
INSTRUCTIONS	Provides steps on how to complete an activity .
DEBRIEF	Guided discussion to gauge knowledge retention.

STANDARD MODULE FLOW



Week 1 Review

TOPICS, TOOLS, & TIME

Topics	Tools	Est. Time
Review		0:30
<ul style="list-style-type: none">• Review the week's topics.• Q&A.	<ul style="list-style-type: none">• Facilitator Guide & Participant Guide• Presentation	
Knowledge Check		1:15
<ul style="list-style-type: none">• Knowledge Check• Debrief	<ul style="list-style-type: none">• Facilitator Guide & Participant Guide• Presentation• Un-carrier Academy	
Sales Floor Activity		
	<ul style="list-style-type: none">• Facilitator Guide & Participant Guide• Presentation• Sales Floor Activity packet	
Approximate Time: 1:45		

PURPOSE

The review will enable Mobile Associates to prepare for today's Week 1 Knowledge check and ask questions about any of the week's topics.

EXPLAIN



1. Provide a recap of the week's theme, **Providing the Un-carrier Experience**, and discuss how each topic we covered makes T-Mobile unique in the wireless industry.
2. Explain the agenda for the day:
 - Today we're going to have time to review the content from the week.
 - Then you'll be on your own for 30 minutes for the Week 1 Knowledge Check so you can show your stuff! The Knowledge Check will be **open book**, so gather your notes during our review.
 - Once you've completed that we'll regroup and clear up any knowledge gaps before we hit the sales floor for some extended observation time.
3. Discuss the theme for next week, **Products & Services Expertise**. Provide a preview for the topics we'll cover that will show us how the Un-carrier rocks products and services like no one else can.

INSTRUCTIONS



1. Display the list of topics from the week on the slide.
2. Ask learners to gather and review their notes for the day.
3. Go down the list one by one.
4. Ask learners what questions they have about each topic.

If participation is low, try asking some knowledge check questions like these:

- What are our Un-carrier Principles?
- What are the components of the Interaction Model? The starred behaviors?
- What is our network rally cry?
- What are the names of the personal coverage solutions we offer?
 - What's the difference between them?

PURPOSE

The Week 1 Knowledge Check will enable Mobile Associates to:

- Demonstrate their knowledge of week 1 content.
- Close knowledge gaps via group discussion.
- Complete the first step towards Ready! Certification.

INSTRUCTIONS

Timing: 45 minutes for the knowledge check, 30 min for the debrief.



- Instruct learners to access Un-carrier Academy and take the week 1 knowledge check.
- Allow learners to have their notes open for the Knowledge Check. They may use any resources available to them (C2, T-Nation, etc.) except for their peers.
- Once complete, learners should note which questions they struggled with, and which of their answers they had to look up, and bring those items to the debrief discussion that will follow.

DEBRIEF



See the slide titled **The Download**. Debrief the knowledge check with the following questions.

- Which questions were difficult?
- What did you need to look up?
- What remaining questions do you have about the content from this week?

If a learner has any remaining questions, leverage the group to teach them what the correct answer is, and where the answer can be found.

SALES FLOOR ACTIVITIES

EXPLAIN

Fridays are one of the busiest days on the sales floor, so we've made sure you've got plenty of time to observe and practice today!

NOTE

Time is allotted at the end of each day for sales floor activities. Most days will have sales floor activities from multiple modules. Before ending this module, spend a few moments covering the instructions for this module's sales floor activities. Refer to the Ready! Roadmap for specific timing.

Ready! roadmap: <https://c2.t-mobile.com/docs/DOC-437474>

INSTRUCTIONS



- Review the content on the slide with the group.
- Have the learners bring their **Sales Floor Activity Guide** with them and take notes as they observe and interact with the store team on the sales floor.

If learners are unable to complete an activity or observe everything on the slide, additional time for sales floor activities is provided during the weekly review days. This is a good time for learners to go back through the week's activities and fill in the blanks.