

## 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 <b>WIIFM</b> of the topic and/or activity.
TIME	Indicates the <b>approximate</b> time for the activity.
ASK	<b>Ask</b> the participants this question and <b>wait</b> for responses.
EXPLAIN	Use your <b>own</b> words to deliver the content.
ACTION	Indicates a <b>task</b> the leader must do.
INSTRUCTIONS	Provides steps on how to complete an <b>activity</b> .
DEBRIEF	Guided <b>discussion</b> to gauge knowledge retention.

## STANDARD MODULE FLOW



## TOPICS, TOOLS, & TIME

Topics	Tools	Est. Time
<b>Intro</b>		0:30
<ul style="list-style-type: none"> <li>The Un-carrier Experience is a key differentiator</li> <li>Rebellion is the first huge step!</li> <li>Welcome to Universe 2.0 video</li> <li>The new system in a nut shell</li> </ul>	<ul style="list-style-type: none"> <li>Facilitator Guide &amp; Participant Guide</li> <li>Presentation</li> <li>Welcome to Rebellion video                             <ul style="list-style-type: none"> <li><a href="https://c2.t-mobile.com/docs/DOC-432261">https://c2.t-mobile.com/docs/DOC-432261</a></li> </ul> </li> </ul>	
<b>FAQ Activity</b>		0:20
UFO – Here We Go! FAQ	<ul style="list-style-type: none"> <li>Facilitator Guide &amp; Participant Guide</li> <li>Presentation</li> <li>UFO – Here We Go! FAQ                             <ul style="list-style-type: none"> <li><a href="https://c2.t-mobile.com/docs/DOC-439121">https://c2.t-mobile.com/docs/DOC-439121</a></li> </ul> </li> <li>Rebellion Training FAQ's                             <ul style="list-style-type: none"> <li><a href="https://c2.t-mobile.com/docs/DOC-432292">https://c2.t-mobile.com/docs/DOC-432292</a></li> </ul> </li> </ul>	
<b>DIY Activity</b>		1:30
WalkMe	<ul style="list-style-type: none"> <li>Facilitator Guide &amp; Participant Guide</li> <li>Presentation</li> <li>WalkMe Training link                             <ul style="list-style-type: none"> <li><a href="https://retailtrainingprod.rebellion.t-mobile.com/">https://retailtrainingprod.rebellion.t-mobile.com/</a></li> </ul> </li> </ul>	
<b>Bring it All Together</b>		0:30
<ul style="list-style-type: none"> <li>Be a Cosmic Hero Activity</li> <li>Getting Underway - Fill in the Blank Activity</li> </ul>	<ul style="list-style-type: none"> <li>Facilitator Guide &amp; Participant Guide</li> <li>Presentation</li> <li>Rebellion Training C2 page                             <a href="https://c2.t-mobile.com/docs/DOC-432261">https://c2.t-mobile.com/docs/DOC-432261</a> </li> </ul>	
<b>Approximate Time: 2:50</b>		

### PURPOSE

- To provide an overview of Rebellion.
- This is a new system soon to be available to all frontline employees.

### EXPLAIN



#### The Un-carrier Experience is a key differentiator.

- Our focus has been on delivering a customer experience that sets us apart from the competition.
- We introduced the Interaction Model that brought the Un-carrier Experience to life with our in-store behaviors.
- But, our systems haven't caught up! Until NOW!!
- This is just the beginning! Rebellion sets us up to build the foundation for what we want the company to become.
- Let's check out a video to see how amazing the next step in our Un-carrier journey is!

### ACTION

- **ILT:** Play the **Welcome to Universe 2.0 video**.
- **VILT:** Share the link in the chat box.

### INSTRUCTIONS

1. Access the Rebellion Training C2 page. [DOC-432261](#)
2. In the **Resource** column, tap on the **Welcome to Universe 2.0** video link.

### ASK

- **What do you think?**
- **What did you notice?**
- **What did you like?**

Possible Answers: **This is an open discussion.**

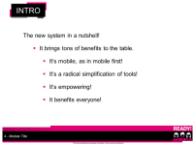
It shows how our company is constantly innovating and evolving to match our customer's needs.

## INTRO, CONTINUED

### EXPLAIN

#### The new system in a nut shell.

- The new system is called Rebellion.
- Let's talk about a few more benefits it brings to the table.
  - Everything should be done using REMO, where possible.
    - If not, you can use the PC.
  - Simple to drive an Un-carrier experience through any channel! We don't do complicated!
  - The Frontline, Customer Service, and our customers get the information they need when they need it!
  - One system that supports and benefits everyone, and enables us to deliver a customer experience that is **truly Un-carrier!**



### PURPOSE

- To learn what's in the FAQs to successfully complete the Rebellion training.

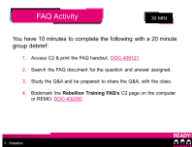
### EXPLAIN

- When using the Rebellion system, you may have some questions.
- We developed a way to address the common questions you may have with a list of Frequently Asked Questions.
- We'll review these FAQs before we continue the training.

### ACTION

- Break the class into groups.
- Pass out or share the link to the FAQs. [DOC-439121](#)
- Explain the activity instructions.
- Set a timer for 10 minutes.

### INSTRUCTIONS



1. Hold up or display on the screen the **UFO – Here We Go! FAQ** handout for participants to see while explaining the directions for the activity.
2. Break the class into groups if needed. Each group will get a copy of the **UFO – Here We Go! FAQ** document.
3. Assign one or more numbered questions on this document.  
Example: “Terry or Group 1, your questions are number 5 & 13.”
  - Questions 12 & 13 are browser specific. If your store has Citrix assign question 13. If your store does not use Citrix assign question 12.
4. Search the **UFO – Here We Go! FAQ** document for that question and answer. Study the Q&A and then be prepared to share the Q&A, with the group.
5. Give them 10 minutes to prepare.

### ACTION

- When time is up, ask for a volunteer to read their question and answer out loud.
- Reward individuals for their participation with applause.
- At the conclusion, emphasize the importance of the FAQ doc and ask each group to bookmark the **FAQ's** C2 page on the computer or REMO. [DOC-439121](#)

### PURPOSE

- To give Mobile Associates hands on practice using Rebellion.
- Having hands-on learning and support enables learners to deliver an Un-carrier customer experience.

### EXPLAIN

- It's time to see how it works.
- There is a WalkMe training on top of Rebellion.
- For questions about the WalkMe trainings, use the **FAQ's** C2 page. [DOC-439121](#)

### ACTION

If REMOs or a desktop is not available for each MA, partner them up for the DIY activity.

- Take turns and explore additional trainings of your choice!
- Each person should use their own login to get credit for completing trainings.

### INSTRUCTIONS



1. Open the URL in **Chrome**.
  - a. <https://retailtrainingprod.rebellion.t-mobile.com/>
2. Log in with your **NT Login**.
3. Select **Start** in the pop up box.
4. Select the **Training button** in the lower right-hand corner to launch the main menu.
5. Under **Getting Started**, select **Start**.
6. Complete all six topics:
  - a. Getting Started
    - i. Launch the Welcome video.
    - ii. Close the video window.
    - iii. Complete the Getting Started topic to be marked complete.
  - b. Account Refills
  - c. Account Maintenance
  - d. Activations
  - e. Devices
  - f. Resources
    - i. When reviewing the Resources topic, C2 documents are best accessed on the desktop.

### PURPOSE

- The **Be a Cosmic Hero Activity** gives you the chance to connect the dots between features in Rebellion and Interaction Model behaviors.

### ACTION

#### Be a Cosmic Hero Activity

- It will be done in pairs and you will need a REMO or PC.
- Have the class partner up, grab a REMO or PC.
- Explain the breakdown of what we are doing!

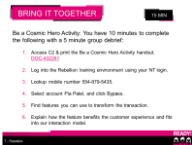
### INSTRUCTIONS

You have **10 minutes** to complete the following:

1. Access C2 & print the **Be a Cosmic Hero Activity** handout. [DOC-432261](#)
  - a. VILT – Display the handout.
2. Log into the Rebellion training environment using your NT login.
3. Lookup mobile number 554-879-5435.
4. Tap account Pia Patel, and tap Bypass.
5. Find features you can use to transform the transaction.
6. Explain how the feature benefits the customer experience and fits into our interaction model.
7. Use the **Leaders: Be a Cosmic Hero Activity** handout. [DOC-432261](#) to guide the discussion.

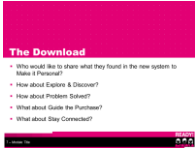
Here's an example to get you started:

- A feature that helps me “Stay Connected” would be “My Follow-ups.”
- Its benefit is a great way to stay organized so I deliver what I promise to the customer.



## BRING IT ALL TOGETHER, CONTINUED

### DEBRIEF



Who would like to share what they found in the new system to Make it Personal?

- Possible Answers: Customer Look up, Order Summary (Answers may vary)
- Did anyone come up with something different?

How about Explore & Discover?

- Possible Answers: Product Selector Tool, Line Details, Accessory Details.
- What else?

How about Problem Solved?

- Possible Answers: Quick Links- Favorites, Tools slider, Grand Central, Memos, Activity log, Credits & Adjustments.
- Did anyone have another observation?

What about Guide the Purchase?

- Possible Answers: Quick Links - Pause & Play, BYOD, Scan to Cart
- Did anyone come up with something different?

What about Stay Connected?

- Possible Answers: Memos, Customer Toggle, Quick Links-favorites.
- Did anyone come up with something different?

### EXPLAIN

You've got more opportunities for side-by-side interaction than ever before!

It helps:

- Remove barriers and become interactive with your customers.
- Leads to transparency throughout the entire interaction.
- Builds trust, and increases the likelihood of sales, which gives you a bigger pay day!
- Imagine the experience, sharing with your customers what you are doing while you are doing it.
- Providing an experience for our customer that's different from other carriers is what being Un-carrier is all about!
- **It's up to you to prepare and practice!**



## BRING IT ALL TOGETHER, CONTINUED

### PURPOSE

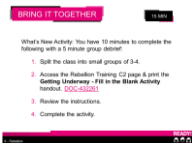
The **Getting Underway - Fill in the Blank Activity** will give learners a chance to gauge their knowledge of the capabilities of Rebellion.

### INSTRUCTIONS

#### Getting Underway - Fill in the Blank Activity

You have **10 minutes** to complete the following:

1. Split the class into small groups of 3-4.
2. Access the Rebellion Training C2 page & print the **Getting Underway - Fill in the Blank Activity** handout. [DOC-432261](#)
3. Review the instructions.
4. Complete the activity.



### DEBRIEF

Access the Rebellion Training C2 page & use the **Leaders: Getting Underway - Fill in the Blank** handout to debrief the activity. [DOC-432261](#)