

## 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 learners 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 facilitator 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>		0:15
Introduce the topic for today.	<ul style="list-style-type: none"> <li>Facilitator Guide &amp; Participant Guide</li> <li>Presentation</li> </ul>	
<b>DIY Activity</b>		1:30
<ul style="list-style-type: none"> <li>Research</li> <li>Debrief</li> </ul>	<ul style="list-style-type: none"> <li>Facilitator Guide &amp; Participant Guide</li> <li>Presentation</li> <li>C2 pages:                             <ul style="list-style-type: none"> <li><a href="https://c2.t-mobile.com/docs/DOC-425002">https://c2.t-mobile.com/docs/DOC-425002</a></li> <li><a href="https://c2.t-mobile.com/docs/DOC-425004">https://c2.t-mobile.com/docs/DOC-425004</a></li> <li><a href="https://c2.t-mobile.com/docs/DOC-428569">https://c2.t-mobile.com/docs/DOC-428569</a></li> <li><a href="https://c2.t-mobile.com/docs/DOC-442968">https://c2.t-mobile.com/docs/DOC-442968</a></li> <li><a href="https://c2.t-mobile.com/docs/DOC-442967">https://c2.t-mobile.com/docs/DOC-442967</a></li> <li><a href="https://c2.t-mobile.com/docs/DOC-431515">https://c2.t-mobile.com/docs/DOC-431515</a></li> <li><a href="https://c2.t-mobile.com/docs/DOC-434169">https://c2.t-mobile.com/docs/DOC-434169</a></li> <li><a href="https://c2.t-mobile.com/docs/DOC-429651">https://c2.t-mobile.com/docs/DOC-429651</a></li> <li><a href="https://c2.t-mobile.com/docs/DOC-435986">https://c2.t-mobile.com/docs/DOC-435986</a></li> </ul> </li> </ul>	
<b>Bring It Together Activity</b>		1:00
Practice Explore & Discover by identifying verbal cues and asking effective questions to uncover mobile internet device needs.	<ul style="list-style-type: none"> <li>Facilitator Guide &amp; Participant Guide</li> <li>Presentation</li> </ul>	
<b>Approximate Time: 2:45</b>		

### PURPOSE

Mobile Associates will be given time to explore T-Mobile's line-up of tablets, wearables and mobile hotspot devices, along with their corresponding rate plans.

After successfully completing this module, they will be able to:

- Describe the benefits of tablets.
- Describe the benefits of wearables.
- Identify which products can use DIGITS.
- Identify corresponding rate plans for these various devices.

### ASK

Ask and discuss in your own words:



- Show of hands: Who owns a tablet?
- Show of hands: Who owns a wearable like an Apple Watch or Samsung Gear?
- Anyone ever use a mobile hotspot? How and where did you use it?

### EXPLAIN

Explain the following in your own words:



- Everyone loves a new phone, but we have so many other devices to get excited about!
- Tablets, wearables, and mobile hotspots take mobile connectivity to the next level.
- While it's important to learn about these products and how they can benefit customers, it's also important to understand the type of mobile internet rate plan required for these devices to access our network.
- And let's not forget about DIGITS!
- If you're talking tablets and wearables, then you should be talking DIGITS too.

### PURPOSE

Mobile Associates will learn about mobile internet devices, which rate plans correspond with these devices, and when a DIGITS rate plan is a good solution. Mobile Associates will identify how customers will benefit from a mobile internet device.

### INSTRUCTIONS

TIME: 10 min setup, 60 min research, 20 min debrief

See the **Mobile Internet Devices & Plans DIY** slide.



1. Learn about tablets, wearables, and hotspots.
2. Learn more about how to sell wearables.
3. Research to identify which rate plans match up with these devices.
4. Choose 3 video customers:
  - One you would sell a tablet
  - One you would sell a wearable
  - One you would sell a mobile hotspot
5. Select a corresponding rate plan – a DIGITS plan, when applicable.
6. Formulate how you would recommend this device to the customer.
7. Answer the 'HOW MUCH' questions.

## DIY ACTIVITY, CONTINUED

### DEBRIEF



See the **Mobile Internet Devices & Plans Download** slide.

- How much is T-Mobile ONE for tablets – stand alone and existing voice line?
  - <https://c2.t-mobile.com/docs/DOC-425002>
- How much is T-Mobile ONE for wearables – stand alone and existing voice line?
  - <https://c2.t-mobile.com/docs/DOC-425004>
- For the newest Apple Watch, which plan is required and how much is it?
  - <https://c2.t-mobile.com/docs/DOC-425004>
  - <https://c2.t-mobile.com/docs/DOC-431515>
- What did you learn about selling wearables?
  - <https://c2.t-mobile.com/docs/DOC-435986>
- Ask learners to volunteer to share a customer and the device and plan they chose for that customer.
- Have them practice presenting their recommendation.
- Make sure each category of device is represented.
- Allow as many learners to share as time permits.

### PURPOSE

This activity will help Mobile Associates practice Explore & Discover by asking discovery questions, and Guide the Purchase by making a personalized phone recommendation.

### INSTRUCTIONS

TIME: 10 min setup, 25 min group breakout time, 15 min presentations, 10 min debrief

See the **Mobile Internet Plans & Devices Bring It Together** slides.

Advance to the **Wearables Example** slide to illustrate the goal of the activity.

Split class into small groups of 3-4 people, to encourage maximum participation. It's possible a product group will be assigned more than once.

Advance to the **Bring It Together & Example** slide

- Each group will be assigned a product type:
  - Tablets
  - Wearables
  - Mobile Hotspots
- Think of as many scenarios as possible, where your product is useful.
- Discuss and come to a consensus on the top 2 scenarios.
- For those 2 scenarios, think of a verbal cue you may hear from the customer that would open the door for a conversation about the product.
- Think of an open-ended question you could ask as a follow-up to the verbal cue you heard.
- Choose one person from your group to share your product, verbal cues, and questions with the rest of the class.

After 25 minutes, bring the class back together, and have them share their product, verbal cues, and open-ended questions. Continue for 15 minutes.

Depending upon class size, you may have to limit each group to one scenario, verbal cue, and follow-up question, to allow all teams to participate.

## BRING IT TOGETHER ACTIVITY (CONTINUED)

### DEBRIEF



See the **Bring It Together Download** slide

- What is the most important thing you learned in this module?
- What was most challenging about this module?
- Tell me something you learned that will help you sell more.

## SALES FLOOR ACTIVITIES

### 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.