

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 2 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	
Home Store Visit Overview		0:30
<ul style="list-style-type: none">• What to expect next week.• What to bring.	<ul style="list-style-type: none">• Facilitator Guide• Home store visit guide:<ul style="list-style-type: none">○ https://c2.t-mobile.com/docs/DOC-437681	
Sales Floor Activity		
	<ul style="list-style-type: none">• Facilitator Guide & Participant Guide• Presentation• Sales Floor Activity packet	
Approximate Time: 2:15		

PURPOSE

The review will enable Mobile Associates to prepare for today's Week 2 Knowledge Check and ask questions about any of the week's topics.

EXPLAIN



1. Provide a recap of the week's theme, **Products & Services Expertise**, and discuss how each topic we covered shows how the Un-carrier does products and services like no other.
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 2 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.
- Discuss the theme for next week, which is all about **Systems, Tools, & Resources Proficiency**. Provide a preview of the topics that will get learners grounded on all the cool things they'll be using day-to-day in their home store to serve our customers.

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. Here are some ideas:

- What does it sound like to ask to run credit the Un-carrier way?
- Why might someone choose a prepaid rate plan over a postpaid rate plan?
- What are some ways to identify a T-Mobile for Business lead?
- Why does DIGITS matter? How does it affect rate plans? Devices?
- What are the steps to completely onboard a customer?

PURPOSE

The Week 2 Knowledge Check will enable Mobile Associates to:

- Demonstrate their knowledge of week 2 content.
- Close knowledge gaps via group discussion.
- Complete another 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 2 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.

PURPOSE

The home store visit overview will enable Mobile Associates to:

- Prepare for their upcoming home store visit.
- Make the most out of their time during the home store visit.

EXPLAIN



Explain the following in your own words.

- The Ready! program includes a home store visit as part of your training.
- Most Mobile Associates go through Ready! at a training store, and their home store visit occurs on day 11 of Ready! – Monday of next week.
- Some Mobile Associates go through Ready! **in** their home store. If that's you, there will be plenty of things to do during this day. The big difference is you already have an established relationship with your manager and store team – nice!
- Make sure to connect with your manager ahead of time so you know where you're going, when to arrive, etc.

EXPLAIN

Here's what to expect:

- You'll get to spend some quality time with your manager.
- You'll meet your store team and Mobile Expert mentor – this is your “go to” team member at your home store.
- You'll get a tour of your store.
- You'll learn about key metrics and goals and learn why they matter.
- You should really be able to dig in and get lots of practice with our systems.
- You may have a visit from leaders in your region.
- Your manager will wrap things up with you before you head home.
- Take lots of notes! We'll talk about how it went when you get back the next day.
- Remember you're still a learner – your job during the home store visit is to actively listen, practice, and observe. No worries, you're not there to sell.

HOME STORE VISIT OVERVIEW (CONTINUED)

ACTION

Share the home store visit guide with learners. Instruct them to take the guide with them and follow it during their home store visit.

- <https://c2.t-mobile.com/docs/DOC-437681>
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ASK

- What questions do you have about your home store visit next week?
- Are you ready?

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!

INSTRUCTIONS

Have the learners take their packet of **Sales Floor Activities** with them onto the sales floor.

Chances are they have not had a chance to work through all of the activities, or observe everything we want them to during the week.

Now is the time for them to fill in the blanks.