

## 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>Home Store Visit Recap</b>		0:30
Recap your Home Store Visit	<ul style="list-style-type: none"> <li>Facilitator Guide &amp; Participant Guide</li> <li>Presentation</li> </ul>	
<b>Intro</b>		0:30
<ul style="list-style-type: none"> <li>Topics for today</li> <li>Resolving Customer Issues</li> </ul>	<ul style="list-style-type: none"> <li>Facilitator Guide &amp; Participant Guide</li> <li>Presentation</li> </ul>	
<b>Grand Central</b>		0:10
	<ul style="list-style-type: none"> <li>Facilitator Guide &amp; Participant Guide</li> <li>Presentation</li> </ul>	
<b>DIY Activity</b>		2:00
<ul style="list-style-type: none"> <li>C2 Research</li> <li>WBT</li> <li>Grand Central WalkMe flows</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-423465">https://c2.t-mobile.com/docs/DOC-423465</a></li> <li><a href="https://c2.t-mobile.com/docs/DOC-424227">https://c2.t-mobile.com/docs/DOC-424227</a></li> <li><a href="https://c2.t-mobile.com/docs/DOC-423803">https://c2.t-mobile.com/docs/DOC-423803</a></li> </ul> </li> <li>Grand Central WalkMe flows: <a href="https://grandcentral.t-mobile.com/">https://grandcentral.t-mobile.com/</a></li> <li>WBTs: <ul style="list-style-type: none"> <li>Apple Warranty Exchange WBT</li> <li>Warranty Exchange Just Got Awesome – the Un-carrier Experience WBT</li> <li>Warranty Exchange Just Got Awesome – Before During and After WBT</li> </ul> </li> </ul>	
<b>Bring It Together Activity</b>		1:30
	<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-422779">https://c2.t-mobile.com/docs/DOC-422779</a></li> <li><a href="https://c2.t-mobile.com/docs/DOC-421283">https://c2.t-mobile.com/docs/DOC-421283</a></li> <li><a href="https://c2.t-mobile.com/docs/DOC-421460">https://c2.t-mobile.com/docs/DOC-421460</a></li> </ul> </li> </ul>	
<b>Sales Floor Activity</b>		2:45



# Lean on Me

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|--|---|--|
| <ul style="list-style-type: none"><li>• Sales floor observations</li><li>• C2 Research</li><li>• How2 Videos</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>○ C2 416282 - <a href="#">Buyer's Remorse</a></li><li>○ C2 418373 - <a href="#">In-store Cancellations</a></li><li>○ C2 417541 - <a href="#">Refunds</a></li><li>○ C2 419855 - <a href="#">Device Exchanges</a></li></ul></li><li>• C2 433802 - <a href="#">Watch How2 Videos</a>:<ul style="list-style-type: none"><li>○ Device Triage</li><li>○ Device Troubleshooting</li></ul></li></ul> |  |
|--|---|--|

Approximate Time: 7:25

### PURPOSE



- To teach Mobile Associates the importance of empathizing with a customer.
- How to search & find the necessary information to give an Un-carrier customer experience based on common issues.
  - Problems with their service.
  - How to use troubleshooting tools.
  - How to practice having the troubleshooting conversation.
  - Buyer's remorse, returns, & exchanges.
- To highlight the Problem Solved Interaction Model behaviors.

### EXPLAIN



#### Today's topics

- We will recap your experience from your Home Store Visit.
- The best way to resolve customer issues with empathy while using the Interaction Model behaviors.

### ACTIONS

- Have an open discussion using the **Home Store Visit** questions.
- Get responses from multiple learners.
- Keep it positive!

### ASK



#### Home Store Visit

- Before you began your Un-carrier journey to become a Mobile Associate what were your expectations for the Mobile Associate role?
- What specific transactions or interactions did you experience?
  - How did the Mobile Expert use the Interaction Model throughout the customer interactions?
  - What tools were used?
- Did anyone observe a Mobile Expert resolve a customer's issue during your visit? If so, what did you observe?
- After spending the day at your home store, how have your expectations changed?

## INTRO, CONTINUED

### ASK



### Resolving Customer Issues & Responding with Empathy

- When was the last time you had an outstanding or what we call it, an Un-carrier customer experience?

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### ACTION

- Give the class time to share their experiences.
- Have fun with the discussion.

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### EXPLAIN

- If nothing ever went wrong, then there wouldn't be an opportunity to give customers an Un-carrier experience. But we all know that's not the case.
- Those opportunities to provide an Un-carrier experience will present themselves as an issue or problem the customer is having.
- These moments can be challenging, because the customer may be upset, impatient or even rude.
- But when you take the time to be a customer's expert, show empathy, and help find a resolution to their issue, those challenging situations can lead to the most loyal customers and more sales.

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### ASK

- Based on the Un-carrier experience you mentioned, was it handled so well by the individual or company that it firmly established your loyalty?
- An experience so great you told friends and family about it?

## INTRO, CONTINUED

### ACTION

Screen share the **Problem Solved** overview from the Interaction Model and briefly review the behaviors.

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### ASK

Which behaviors do you think go the farthest in building customer loyalty when our customers are having issues and why?

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### EXPLAIN



- Solving the problem doesn't always mean you must fix a customer's device.
- There may be time when a customer wants a different product or wants to return the purchase.
  - This is where buyer's remorse, returns & exchanges come into play.
- Let's do some research to find out how Problem Solved behaviors help resolve customer issues.

**EXPLAIN**

The tool you will use when problem solving is Grand Central.

**What is it?**

- A tool all Retail and TPR stores have access.
- Contains much of the same functionality as Customer Service.
- Mobile Associates can use this information to troubleshoot the most common issues.

**How is it used?**

- Grand Central is used to log into a customer's account by entering their phone number.
  - There are several tabs within Grand Central including the Network and The Fix.
- The Network provides a deeper dive into the customer's home coverage and brings awareness of any outages.
- The Fix is the main troubleshooting flow within Grand Central.
- Select an issue, and a checklist of actions will appear to remedy the issue.

**How does it improve the customer experience?**

The key is making sure it is **used to the fullest**.

- When **Grand Central is fully utilized**, customers have a greater chance of leaving our store with their issue resolved, which will **lead to higher customer satisfaction**.

It contains several **WalkMe flows that highlight the capabilities** of Grand Central, such as the ability to walk through The Fix and call **out how to navigate through the different troubleshooting steps**.



**PURPOSE**

- To give Mobile Associates the skills and tools to search for information to resolve customers' issues.

**EXPLAIN**

- When customers are having an issue with their service or device, Mobile Associates need to know how to help.
- There are so many different things that could be the root cause of a customer's issue and we have an amazing tool called Grand Central that takes most of the guesswork out of it for you.
- For your assignment, today, you'll be learning about Grand Central and how to troubleshoot when a customer is having an issue with their service or device.
- You will get more hands-on training about Grand Central when we discuss Frontline Tools.

**INSTRUCTIONS**

1. Split the class into groups, if needed.
2. Explain the instructions.

**C2 Research –**

Review, Bookmark, & Follow the following pages.

1. Learn about Grand Central & Troubleshooting.
  - a. C2 DOC 423465 - [Grand Central Policy & Procedure](#)
  - b. C2 DOC 424227 - [Standard Troubleshooting Process](#)
  - c. C2 DOC 423803 - [The Fix: Grand Central](#)
2. Check your phone in C2 to see what known issues exist and the troubleshooting solutions for your phone.

**Un-carrier Academy WBT**

1. Complete the following WBTs:
  - a. **Apple Warranty Exchange**
  - b. **Warranty Exchange Just Got Awesome – the Un-carrier Experience**
  - c. **Warranty Exchange Just Got Awesome – Before During and After**



## DIY ACTIVITY, CONTINUED



### Grand Central WalkMe Flows

1. Access at <https://grandcentral.t-mobile.com/>
2. Log in with your **NT ID & PW**
3. Enter **demo phone number**
4. Look to the **bottom left corner** & select **Need Help?**
5. Search & complete the following WalkMe flows:
  - a. Send Promotion SMS to Customer
  - b. Customer Experiencing Slow Internet
  - c. Find C2 Device Details
  - d. Review Apps on Device
  - e. Remove Apps from Device
  - f. Check Network
  - g. Find Application Issues

### ACTION

- Use the slide & the instructions to deliver the activity.
- Use a minimum of three debrief questions and feel free to add your own.

### DEBRIEF



### Which Interaction Model behaviors do you think go the farthest in building customer loyalty when our customers have issues and why?

Possible Answers:

- Problem Solved: Listen, show empathy, and apologize
- Stay Connected: Set the right expectations
- Explore & Discover: Own our network

### How can you **Make It Personal** when finding the root cause of a customer's issue?

Possible Answers:

- Match needs to Un-carrier moves
- Be your Un-carrier self!
- Have a two-way conversation
- Spend time on what matters

## DIY ACTIVITY, CONTINUED



### What are the benefits of using Grand Central?

Possible answers:

- When Grand Central is fully utilized, customers have a greater chance of leaving our store with their issue resolved, which will lead to higher customer satisfaction.
- WalkMe flows that highlight Grand Central capabilities.
- The ability to walk through The Fix and call out how to navigate through the different troubleshooting steps.

### How would you describe Grand Central?

Possible answers:

- Web-based troubleshooting tool that all Retail and TPR stores have access to: <https://grandcentral.t-mobile.com/>
- Same troubleshooting tool that Customer Service uses to assist customers and contains much of the same functionality.
- Provides information on the customer's Device, Account, and Network, which Mobile Associates can use to troubleshoot the most common issues.

### Where can you find help navigating Grand Central?

Answer:

- WalkMe provides many hover-overs and pop-up information on the UI that walks reps through the key features and functions of certain tabs and steps.
- It also contains several flows that highlight capabilities, such as the ability to walk through The Fix and calls out how to navigate through the different troubleshooting steps.

## BRING IT TOGETHER ACTIVITY

1 HR 30 MINS

## PURPOSE

This activity is meant to give your class an opportunity to practice using the Interaction Model when **resolving customer issues & responding with empathy**.

## EXPLAIN

- Based on the information collected, practice recommending a combined price solution, including a rate plan and additional services.
- One of the biggest mistakes we can make is recommending a product or service before we truly know if that fits our customer needs.

**TIME: Maximum 10 minutes per scenario. Total of about 45 minutes in breakout groups.**

## INSTRUCTIONS

See the **Bring It Together** slide.



1. Split class into groups of 3-4 people for skill practice.
2. Have each group practice each scenario.
3. Each person in the group should play the Mobile Expert role.
4. Review each scenario.
5. Refer to **Device Known Issues** for the specified device for the scenarios.
6. Remember to **Empathize & Own** the customer's issue!



## Scenario 1

- Customer has an iPhone 6s.
- Phone keeps switching back and forth between a Wi-Fi connection and a 4G connection when at home, even though it should just be connected to Wi-Fi.

## Scenario 2

- Customer has a Samsung Gear S2 with a plastic wristband and one of the screws came out, so the band came off the watch.
- Customer is frustrated because they just bought this watch last month.

## Scenario 3

- Customer has the LG G Pad F
- When streaming videos, the sound is out of sync with what's showing on the screen.

## BRING IT TOGETHER ACTIVITY, CONTINUED

## ACTION

- Use the slide & the instructions to deliver the activity.
- Use a minimum of three debrief questions and feel free to add your own.

## EXPLAIN



## Scenario 1

- Solution should be to disable Wi-Fi assist.
  - C2 DOC 422799 – Known issues: iPhone 6s

## Scenario 2

- Solution should be a one-time warranty exchange through Samsung. We are looking for the ME to own this – not just give the customer the phone number to call Samsung.
  - C2 DOC 421283 – Know issues: Samsung Gear S2

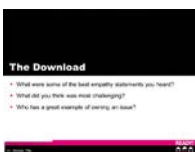
### Scenario 3

- Solution should be for the rep to explain that the device has limited memory, so it's important to free up memory by closing out other apps that may be running in the background. If that doesn't solve the problem, then the customer may want to consider upgrading to a tablet with more memory.
  - C2 DOC 421460 – Know issues: LG G Pad F 8.0

## EXPLAIN

- You have observed & played a Mobile Expert.
- Let's revisit the questions we discussed after the sales floor observations to see what you saw & heard during the skill practice.

## ASK



The answers may vary.

### What were some of the best empathy statements you heard?

### What did you find most challenging being the Mobile Expert?

### Who has a great example of owning an issue?

## SALES FLOOR ACTIVITIES

2 HRS 45 MINS

## PURPOSE

- To use C2 to search & find how to handle buyer's remorse, returns, & exchanges.
- To observe how an Un-carrier customer experience can come from using the Interaction Model behaviors to resolve customer issues.

## ACTION

Review the slide & **instructions** to deliver the activity.

## EXPLAIN

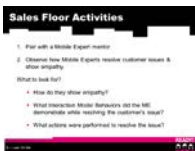
- You will now get a chance to observe how Mobile Experts resolve customer's issues & show empathy in action.
- You will not all be on the sales floor at once because we don't want to overwhelm the staff or the customers.

## INSTRUCTIONS

1. Split the class into two groups.
2. Explain the instructions for each group.
3. Advise the learners to write in their PGs the "**What to look for**" items.
4. Once Group B finishes, have the groups switch.

**Group A will start on the sales floor.**

1. Pair a learner with a Mobile Expert mentor
2. Observe how Mobile Experts resolve customer issues & show empathy.
  - a. **What to look for?**
    - i. How do they show empathy?
    - ii. What Interaction Model Behaviors did the ME demonstrate while resolving the customer's issue?
    - iii. What actions were performed to resolve the issue?



## SALES FLOOR ACTIVITY, CONTINUED

### INSTRUCTIONS

Group B will complete C2 research & watch How-To videos.



1. Access & read the following pages in C2:
  - a. C2 416282 - [Buyer's Remorse](#)
  - b. C2 418373 - [In-store Cancellations](#)
  - c. C2 417541 - [Refunds](#)
  - d. C2 419855 - [Device Exchanges](#)
2. Access C2 433802 - [Watch How2 Videos](#):
3. Watch the following videos:
  - a. Device Triage
  - b. Device Troubleshooting

## SALES FLOOR ACTIVITIES

### ACTION

- Use the slide & the instructions to deliver the activity.
- Use a minimum of three debrief questions and feel free to add your own.

### ASK



The answers may vary.

**What were some of the best empathy statements you heard?**

**What did you find most challenging?**

**Who has a great example of owning an issue?**

Other sample questions:

- How did your experience compare to your expectations?
- Were all Mobile Experts focused on customer needs?
- How did your experience compare to T-Mobile's Un-carrier brand promise?
- How did Mobile Experts respond when told, "I'm so (insert negative emotion) right now"?

