

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 participants this question and wait for responses.
EXPLAIN	Use your own words to deliver the content.
ACTION	Indicates a task the leader must do.
INSTRUCTIONS	Provides steps on how to complete an activity .
DEBRIEF	Guided discussion to gauge knowledge retention.

STANDARD MODULE FLOW



TOPICS, TOOLS, & TIME

Topics	Tools	Est. Time
Intro		0:15
Introduce the topic for today. (Day 9 or Day 14)	<ul style="list-style-type: none"> Facilitator & Participant Guide Presentation 	
Day Certification Skill Practice		1:30
Skill Practice Demonstration Certification FAQs	<ul style="list-style-type: none"> Facilitator & Participant Guide REMO Certification Scorecard Certification Scenario Cards C2 DOC 438049 - Scorecard examples 	
Approximate Time: 1 Hour 45 Minutes		

PURPOSE

- To demonstrate Interaction Model behaviors, in conjunction with product and service knowledge, through observed skill practice.
- To set expectations for the certification process.
- For Mobile Associates to get familiar with using the **REMO** tablet and T-Mobile Connect.

EXPLAIN

Explain the following in your own words:

- You've been observing and practicing all through Ready! Now, it's time to put that practice to good use!
- We mentioned earlier that there would be a certification towards the end of the program. Well, the beauty of our certification is you get to practice it early AND the points you score will count towards your final certification!
- So, you don't have to worry about a one-and-done shot at certification and you get a sneak peek, ahead of time.
- Here's how it works:
 - Today, you'll go through the same type of observation that you will have next week.
 - We will use Certification Scenario Cards for you to skill practice and display the Un-carrier Interaction Model behaviors.
 - We'll score and make note of the things you're knocking out of the park and the behaviors that need more practice.
 - Then, we'll carry this same Scorecard over into next week, where you get to certify on the behaviors you've improved!

INSTRUCTIONS

See **Certification Skill Practice** for detailed instructions.

PURPOSE

- To demonstrate Interaction Model behaviors, in conjunction with product and service knowledge, through observed skill practice.
- To set expectations for the certification process.

ACTION

Take time to reflect on the challenges & opportunities MAs experiences during the Day 9 skill practice experience.

EXPLAIN

Explain the following in your own words:

- It's time for us to start thinking about and preparing for your certification sessions.
- For some of you, the thought of certification may be exciting. For others, the thought of certification may make you a little nervous.
- You are in a safe environment and we truly want to set you up for success.
- Take some time to explain what you can expect during certification and answer any questions you may have. Things like:
 - There will be the option of tag-team style or individual skill practice
 - Mobile Associates should carry and use the **REMO** tablets with during the certification when possible.
 - In a tag team option, be prepared to be tagged in randomly and more than once during each scenario.
 - Certification schedule.
- Share the Certification Scorecard, so the class can see how behaviors are scored and weighted.
- It's highly recommended the percentage passing score include the **starred** behaviors.
 - 85% passing score.
 - Cumulative for the two certification skill practices.

ACTION

Use the following to prepare for the certification skill practice.

Logistics Recommendations

- Certification can be tag-team style or an individual skill practice.
 - See instruction below.
- Conduct certification with two facilitators.
 - A facilitator will observe, record and provide feedback; the other facilitator will play the role of the customer
 - Identify who will be playing the role of the customer ahead of time (i.e: another leader, a ME from the store)

Roles & Responsibilities:

- Customer:
 - Determine which Certification Scenario Cards will be used.
 - Make sure each session includes one of the T-Mobile for Business scenarios.
 - Play the role of the customer realistically, knowing that each scenario will either end with a resolution and/or recommendation for service.
 - The goal is to allow the MA to practice the behaviors; plan the time based on number of MAs.
 - Timing may vary, but each scenario should not exceed 15 minutes.
- Observer:
 - Complete a Certification Scorecard for each Mobile Associate.
 - Document notes for behaviors they demonstrated or did not; be prepared to provide scoring and feedback.
 - You can see examples of certification notes in C2.
[Scorecard examples \(DOC-438049\)](#)

CERTIFICATION SKILL PRACTICE, CONTINUED

INSTRUCTIONS TAG TEAM CERTIFICATION

1. Divide the class into smaller groups.
 - Minimum of three, maximum of five.
2. Each group will tag-team 3 skill practice scenarios (15 min each).
3. Allow each Mobile Associate to give 2-3 responses before “tagging” in the next person to continue the customer interaction.
4. Call on the Mobile Associates randomly and more than once per scenario.
 - Make sure to use the **REMO** tablets and T-Mobile Connect while certifying.
5. As you transition from one Mobile Associate to the next, give very brief (20 seconds max) in-the-game feedback.
 - Example: “Thanks, Jordyn. You did an excellent job of showing genuine empathy for the customer about his cracked screen. The customer mentioned he’s on his lunch hour and needs to get back to work soon. Next time, I’d like to hear you acknowledge that by letting the customer know we will work as quickly as possible, and then be sure to match the customer’s pace. Now, let’s see how Rashad would continue this conversation. Rashad, you’re up.”
6. Reinforce the required 85% score for passing and it is highly recommended to include the **starred** behaviors.
7. When not in a certification skill practice Mobile Associates can use the time for self-study.

Sample Certification Session	10:00 – 11:15 AM
Scenario 1	0:15
Scenario 2	0:15
Scenario 3	0:15
Facilitator Scoring Discussion & Calibration	0:10
Certification Feedback & Results	0:20

CERTIFICATION SKILL PRACTICE, CONTINUED

INSTRUCTIONS INDIVIDUAL CERTIFICATION

1. The MA will perform the scenario from beginning to end.
2. The goal is to allow the MA to practice the behaviors; plan the time based on number of MAs.
 - Timing may vary, approximately 15 minutes.
3. It is recommended to use the **REMO** tablets and T-Mobile Connect while certifying.
4. Provide feedback before moving on to the next MA skill practice.
5. Reinforce the required 85% score for passing and it is highly recommended to include the **starred** behaviors.
6. When not in a certification skill practice Mobile Associates can use the time for self-study.

Sample Certification Session	10:00 – 11:15 AM
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EXPLAIN

To help make sure you are prepared and set-up for success, we're going to demonstrate how a tag-team skill works.

SKILL PRACTICE DEMONSTRATION

15 MINS

PURPOSE

To assist in preparing new hires for certification by demonstrating a tag-team style or individual skill practice.

Demonstrating the flow of the skill practice it will set them up for success.

INSTRUCTIONS

TAG TEAM

1. Use one of the Certification Scenario Cards from the certification materials (your choice).
2. Get 3-5 volunteers from the class to participate in the tag- team skill practice as MAs.
 - a. A best practice would be to already have your volunteers identified, share the skill practice scenario with them and explain how it will work in advance of this demonstration.
3. Make sure the rest of the class has their Certification Scorecard and explain that for this demonstration, they are playing the role of the observer.
 - a. The observer will listen in to the demonstration and write down notes on the observation guide.
4. Share the Certification Scenario Card with the entire class.
5. Demonstrate the tag-team style skill practice with your volunteers.
6. Demonstrate giving balanced feedback to the volunteers.

SKILL PRACTICE DEMONSTRATION, CONTINUED

INSTRUCTIONS

INDIVIDUAL

1. Use one of the Certification Scenario Cards from the certification materials (your choice).
2. Ask for a volunteer from the class to participate in the skill practice as the MA.
3. Make sure the rest of the class has their Certification Scorecard and explain that for this demonstration, they are playing the role of the observer.
 - a. The observer will listen in to the demonstration and write down notes on the observation guide
4. Share the Certification Scenario Card with the entire class.
5. Conduct the individual skill practice.
6. Demonstrate giving balanced feedback to the volunteers

CERTIFICATION FAQs

PURPOSE

To answer any questions MAs have about the Certification Skill Practice.

EXPLAIN

What is considered a passing score?

- The passing score is an 85% cumulative score for Day 9 & 14 (not 2 separate scores).
- All starred behaviors should be demonstrated (this is highly recommended, but not required), see the Example Scorecard.

What if someone did well with demonstrating the Interaction Model behaviors, but due to how the certification session played out, they simply didn't score enough points?

- In this scenario, the new hire seems to have the skillset, but didn't get ample opportunity to demonstrate enough of the behaviors.
- Here's what we suggest:
 - a. Conduct a make-up session with those in this category during the Certification Makeup on Day 15.

When should I conduct a make-up session?

The Ready! Roadmap has time allotted for a make-up session, on Day 15 if needed.

What if someone doesn't pass certification?

- MAs will have 1 additional attempt to pass within 7 days.
- They will have to re-certify in the same location they were trained (i.e. MLC – must go back to MLC, RTS – must do so in RTS).
- They are not required to re-test on all areas/behaviors, ONLY the points of failure.
- Any deficiency/failure, regardless of certification/observation or knowledge check MUST be re-taken.

What if someone is absent from work the day of certification?

Conduct a make-up session with those in this category during the Certification Makeup on Day 15.

Is there a certificate of completion for those who pass certification?

Not specifically for certification. Upon completion of the entire program, they will receive a certificate of completion.