

## 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



# Week 3 Review

## TOPICS, TOOLS, & TIME

Topics	Tools	Est. Time
<b>Review</b>		0:30
<ul style="list-style-type: none"><li>• Review the week's topics.</li><li>• Q&amp;A.</li></ul>	<ul style="list-style-type: none"><li>• Facilitator Guide &amp; Participant Guide</li><li>• Presentation</li></ul>	
<b>Knowledge Check</b>		1:15
<ul style="list-style-type: none"><li>• Knowledge Check</li><li>• Debrief</li></ul>	<ul style="list-style-type: none"><li>• Facilitator Guide &amp; Participant Guide</li><li>• Presentation</li><li>• Un-carrier Academy</li></ul>	
Approximate Time: 1:45		

### PURPOSE

The review will enable Mobile Associates to prepare for today's Week 3 Knowledge Check and ask questions about any of the week's topics.

### EXPLAIN



1. Review the weekly program themes and ask 1 – 2 questions to recall information from each week.
  - What an amazing three weeks! You've come so far!
  - You kicked your T-Mobile journey off by learning how to provide an Un-carrier experience, in Week One.
  - In Week Two, you focused on your Products and Services Expertise.
  - And finally, this past week, we really dove into your Systems, Tools, and Resources Proficiency.
2. Provide a recap of the week's theme, **Systems, Tools, & Resources Proficiency**, and discuss how these topics help them provide a great customer experience.
3. 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 3 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.

### INSTRUCTIONS



1. Display the list of topics from the week on the slide.
2. Go down the list one by one.
3. Ask learners to gather and review their notes for the day.
4. Ask learners what questions they have about each topic.

### PURPOSE

The Week 3 Knowledge Check will enable Mobile Associates to:

- Demonstrate their knowledge of week 3 content.
- Close knowledge gaps via group discussion.
- Complete the Knowledge Checks required for Ready! Certification.

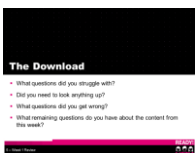
### INSTRUCTIONS

**Timing: 45 minutes for the knowledge check, 30 min for the debrief.**



- Instruct learners to access Un-carrier Academy and take the week 3 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.