

Welcome to Team Magenta

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 leader must do.
INSTRUCTIONS	Provides steps on how to complete an activity .
DEBRIEF	Guided discussion to gauge knowledge retention.

STANDARD MODULE FLOW



Welcome to Team Magenta

TOPICS, TOOLS, & TIME

Topics	Tools	Est. Time
Intro		0:20
<ul style="list-style-type: none"> NDA (TPR ONLY) Introduce the topic for today. Welcome Video 	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Presentation Welcome Video: https://c2.t-mobile.com/docs/DOC-437605 	
Starting your day		0:10
<ul style="list-style-type: none"> REMO T-Mobile Connect 	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Presentation T-Mobile Connect & Un-carrier Academy Ready! Resource Guide 	
T-Mobile Connect Resources		1:30
Make sure all technology is working properly before you start to deliver content.	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Presentation T-Mobile Connect & Un-carrier Academy Ready! Resource Guide 	
Training Store Icebreaker		0:15
Meet the Team	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Presentation 6 – 10, soft, hand-sized balls 	
Expectations Activity		0:10
Have learners create expectations for the class	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Presentation ILT: Flip Chart 	
Career Path (COR ONLY)		0:30
<ul style="list-style-type: none"> Mobile Associate Mobile Expert 	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Presentation 	
Ins & Outs of Ready		0:15
<ul style="list-style-type: none"> Overview Certification 	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Presentation Certification Scorecard 	

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Pay Philosophy (COR ONLY)		0:15
<ul style="list-style-type: none"> Sales & Service Compensation 	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Presentation 	
Team Activity #1		1:00
Mohawk Activity	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Presentation Activity PDF 	
HR Presentation (COR ONLY)	<ul style="list-style-type: none"> 	1:00
<ul style="list-style-type: none"> T-Mobile HR 	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Day 1 HR PPT 	
Diversity & Inclusion		0:20
<ul style="list-style-type: none"> What is Diversity & Inclusion Why is Diversity & Inclusion Important? 	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Presentation T-Nation (COR ONLY) https://tmobileusa.sharepoint.com/sites/diversity 	
Team Activity #2		0:15
<ul style="list-style-type: none"> Body Part Activity 	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Participant Guide Presentation 	
Sales Floor Activities		2:00
<ul style="list-style-type: none"> Self-paced WBTs Sales Floor Observations Debrief 	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Presentation Social Media Video (TPR ONLY): https://c2.t-mobile.com/docs/DOC-437914 WBT: Kronos Timekeeper: Hourly Employee (COR ONLY) 	

Approximate Time: 8:00

Welcome to Team Magenta

INTRO

15 MINS

PURPOSE

Set the tone for the three-week class. Build excitement & energy to show working at T-Mobile is Serious Fun.

ACTION

(TPR ONLY) Walk the new Mobile Associates through Un-carrier Academy to locate, read, & mark complete the Non-Disclosure Agreement (NDA).

Note: This needs to be done before any training begins on Day 1.

ACTION

- Preload the Welcome Video:
<https://c2.t-mobile.com/docs/DOC-437605>

(COR ONLY)

- Make sure each learner has a swag bag.
- Talk about each item in the bag.

TPR may consider providing swag bags of their own to welcome their new Mobile Associates, with items such as a notebook, pen, water bottle, etc.

ACTION

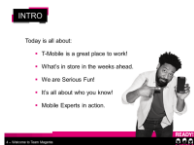
Play the Welcome Video.

ASK

What is your first impression of the Welcome Video?

EXPLAIN

Today's topics



- It's all about why T-Mobile is a great place to work.
- Set the tone for the three-week class.
- Build excitement & energy to show T-Mobile is Serious Fun.
- Getting to know their training store team & their peers.
- Seeing Mobile Experts in action.

Why you (the facilitator) joined Team Magenta, **Make it Personal!** Talk about:

- A personal experience being on Team Magenta.
- Your favorite thing about working for T-Mobile.
- The **Wow** moment that made you love working here.

PURPOSE

- To explain how learners will start each day using REMO & T-Mobile Connect.
- Provide an overview of the tools used in Ready & on the job daily.

EXPLAIN



- Each day you will start your shift by grabbing a REMO and logging into T-Mobile Connect.
- What is REMO & T-Mobile Connect?
 - **Retail Mobility (REMO)** is the hardware (iPad) you use to access the systems and tools to interact side by side with customers.
 - **T-Mobile Connect** is the newest digitally accelerated tool on REMO to create the ultimate Un-carrier Experience in our stores.

ACTION

Show the navigation basics & key sections of T-Mobile Connect

- Use the **T-Mobile Connect & Un-carrier Academy Ready! Resource Guide** for the best way to access T-Mobile Connect.
- Access C2 and show how to search.
 - Review the REMO System Overview page in C2.
<https://c2.t-mobile.com/docs/DOC-438798>
 - Review the T-Mobile Connect Details & Expectations in C2.
<https://c2.t-mobile.com/docs/DOC-439561#steps1>

EXPLAIN



1. The two tabs provide all the tools to deliver an Un-carrier Experience.
 - a. **Feature:** the home page
 - b. **Web:** preloaded C2 pages & websites
2. **Quick Links:** Daily tools, swipe for more options
3. **Main navigation panel:** watch this space to see what's new and stay informed on T-Mobile Connect updates and improvements.
4. **Lower navigation panel:** Use this to return to this home screen, respond to alerts, and personalize your T-Mobile Connect experience

PURPOSE

- To make sure all **technology is working properly** before you start to deliver content.
- We're about the customer and the **Mobile Associates are our customers!** So, let's make sure they start off the right way, with all tools up and running.
- This will help ensure a **great learning environment** and **save valuable class time**.

ACTION

- Use the slide & the key points to deliver the topic.
- Walk the learners through the systems below to set them up for success.

EXPLAIN

Program basics:

- Know their Trainer and Home Store Manager's names (in case you need to contact them for questions, especially if they are walk-ins).
- Know who their local support person is for each day, if we cannot reach through the computer and physically help them.

EXPLAIN



- REMO is used daily in Ready!
 - T-Mobile Connect
 - **C2** show how to search.
 - Review the REMO System Overview page.
<https://c2.t-mobile.com/docs/DOC-438798>
Review the T-Mobile Connect Details & Expectations.
<https://c2.t-mobile.com/docs/DOC-439561#steps1>
 - **Un-Carrier Academy** has all your personalized training needs in one place.
 - **Customer Ready** is all about you! It's where you log in to start your day before you interact with customers.
 - **Customer Connect** makes every interaction personal by exploring your customer's needs and wants that matter to them.
 - **Recent News** is where you find all sales communications
- Stress learners should be using T-Mobile Connect whenever possible to do their research in the DIYs or activities.

T-MOBILE CONNECT RESOURCES, CONTINUED

EXPLAIN

The two areas on T-Mobile Connect you will use the most in Ready are **Customer Connect** and **Un-carrier Academy**.

ACTION

Give a visual tour and overview of T-Mobile Connect.

- Use the **T-Mobile Connect & Un-Carrier Academy Ready! Resource Guide** for the best way to access T-Mobile Connect.

Customer Connect has five categories.

- **Competitive Comparison:** breaks down how we stack up against our competitors.
- **Network:** provides a look into our year over year growth and the level of coverage in their area.
- **Plans:** shows you the features and benefits of T-Mobile One.
- **Product + Accessories:** is a great way to share our current promotions.
- **Purchase Estimate:** provides our customers with a simple and easy-to-read break down of your recommendation. It is key to side-by-side selling.

Customer Ready:

- **Kronos (COR)** - Punch In/Out of your shift each day
- **Quick Connect** - Sync with your store leader
- **Priority Training** - Shows a consolidated view of assigned training.
- **Breaking News** - Shows the latest news & headlines.

T-MOBILE CONNECT RESOURCES, CONTINUED

ACTION

Recent News: Show the details of a Story Tile

Un-carrier Academy

- **Ready!** - Quick access to see day to day progress
- **Customer Ready** – Everything you need to get ready for your day.
- **Priority Training** – Shows a consolidated view of assigned training.
- **My Training** - Enterprise required trainings
- **Un-carrier Experience** – Takes you to a consolidated C2 page, showing all relevant Un-carrier Experience and Interaction Model training.
- **Products & Services** – You can browse C2 training on specific topics.

Give a visual tour and overview of the **Appreciation Zone (COR)**

- Show how to send a thank you.
- Encourage Mobile Associates to send an appreciation during training.

Advise learners that once they have their NT Login, they should ‘Opt-in’ for the Password Reset Tool.

T-MOBILE CONNECT RESOURCES, CONTINUED

EXPLAIN

Benefits of using T-Mobile Connect

When you use these T-Mobile Connect tools every time you're interacting with customers they help:

- Build expertise
 - Stay current with Breaking News, Promotions, and view daily Quick Connect, which ensures you provide accurate information, which helps build trust between you and the customer! That's SO Un-carrier! Win- win!
- Personalize the sales conversation and solutions
 - Spend time on what matters and review the information that is important to your customer.
 - You have the customer's full attention when you are making it ALL about them! Win- win!
- Start customer interactions with Customer Connect.
 - Make planning easy – using the tool to know what the customer is interested in makes your job so much easier, and focused on them, which means your conversation flow is much more effective! Win-win!
- Provide Purchase Estimates
 - The goal is to have every customer walk away with a Purchase Estimate!
 - The customer walks away knowing that they can trust their Mobile Expert... which means no worrying about the conversation itself and the customer focuses on their next steps with YOU! Win-win!

PURPOSE

To allow learners time to get to know each other and break the ice.

ACTION

- **ILT:** Gather 6 – 10, soft, hand-sized balls to toss.
- Explain the activity instructions
- **VILT:** Class can perform the activity by using the chat box.
- **VILT:** Facilitators can be flexible, 4 rounds may be too long. Use your discretion to do one, or 2 rounds.

INSTRUCTIONS

Timing: 10 minutes



Round 1: Approximately 3 minutes

1. Arrange learners and yourself in a circle, approximately 2 feet apart.
2. Explain that you are going to toss a ball to someone.
 - a. Choose someone and ask their name.
 - b. Say, "Hi Freddy, my name is James. Here you go!"
 - c. Toss the ball underhanded to the person you just met.
 - d. Freddy thanks James, chooses someone else and repeats.
3. Explain that the challenge from here is simply to toss the ball around to everyone in the circle, and finally back to the Facilitator.

VILT Instructions:

1. Type someone's name into the chat box.
2. Come off mute.
3. Say, "Hi Freddy, my name is James. Your turn!"
4. The person you meet will type someone's name and repeat.

If everyone already knows each other, then have them pick a favorite color instead of repeating the name.

Round 2: Approximately 3 minutes

1. After one round, say, "Well done! Now let's see if we can do that again, making sure we use the same order and using each other's names. Remember to say the name of the person you are tossing to, and thank the person, by name, for tossing it to you."
2. On the second round, take it slow. Help the group out, so that each person has a successful second round.

TRAINING STORE ICEBREAKER, CONTINUED

INSTRUCTIONS

Round 3: Approximately 3 minutes

1. Say, "Good, so how about we do it again, but this time, let's see how fast we can do it, OK? Here we go...Hi Freddy, my name is James...." [toss]
2. It will go fast this time, and the group will probably feel quite pleased with themselves.

Round 4: Approximately 3 minutes

1. Say, "That's great, but I think you can go faster than that! Come on, let's see how fast we can really go..." [Then, toss and say the name with super-fast enthusiasm to set the tone.]
2. After the first ball has passed through a few hands, take a 2nd ball out of your pocket and casually say, "Hi Freddy..." [toss].
3. By now everyone is so well-trained, the 2nd ball will automatically keep going, and there will be a detectable sense of challenge/excitement.
4. After a bit, introduce a 3rd and 4th ball, up to about 6 balls and let them be juggled for a while. A group of 12 can usually handle 4 to 6 quite well.
5. Once the group seems competent at 4 to 6 balls, gradually introduce an unmanageable number of balls into the juggle and maybe also some other items (like soft toys).

DEBRIEF

- Thank the class for sharing in that crazy, fun, out-of-control activity!
- By now we have made some first impressions of each other and observed the importance of interacting with one another to create engagement.
- You're going to need that energy when interacting with customers.

EXPECTATIONS ACTIVITY

10 MINS

PURPOSE

- To have learners create expectations for the class.
- To complete the New Hire Verification Form.

ACTION

- **ILT:** Prepare a flipchart, [Expectations](#) page and markers.
- **VILT:** Use either a note pod or short answer poll to collect and store class expectations and learner agreement.

INSTRUCTIONS

Timing: 5 minutes



1. Ask Mobile Associates “Let’s set expectations for the day. What do we need to do to have a great learning experience?”
2. Gather responses and add to the “Expectations” flip chart. Try to limit the list to 5 or 6 expectations.
3. Ensure the flip chart includes reminders to:
 - a. Own Your Own Learning
 - b. Respect Others
 - c. Maintain Confidentiality
 - d. Participate & Have Fun!
4. After the Expectations List is complete, place it in a visible location.
5. Complete the New Hire Verification Form (**if ILT, or if not yet completed**)

EXPLAIN

Let’s take these training expectations and create a learning agreement to call out specific actions and behaviors we will abide by.

- Own your learning by “Being Here Now.” This means, stay engaged in the discussion and activities. Avoid side conversations and focus on active listening.
- Respect others. We all come from different backgrounds and experiences and bring something unique to the table. Be respectful of the ideas shared by your teammates.
- Training is a safe environment. Maintain confidentiality by not sharing information outside of training that may hurt others.
- Participate and have fun! Your participation is key to your success. Participate in discussions, share your ideas, and engage during activities and skill practice. This is your opportunity to practice and learn before you hit the sales floor!

EXPECTATIONS ACTIVITY, CONTINUED

ASK

What other behaviors or actions should our learning agreement include?

Possible Answers:

- Silence cell phones; don't just set to Vibrate.
- Close email and websites, and disable app alerts for mobile devices.
- Recognize that everyone learns differently and at a different pace.
- Be in attendance & on time daily for start, end, breaks, and lunches.

DEBRIEF

- The classroom expectations put everyone on the same level playing field to start Ready!
- This will be posted throughout the training so we can reference it as needed.

PURPOSE

- This will give Mobile Associates a clear picture of their career path for COR only.
- This will show the Mobile Associates that T-Mobile takes pride in developing employees.

ACTION

- Use the slide & the key points to deliver the topic.

TPR may use this time to discuss their company's career development opportunities.

EXPLAIN



- Career development is very important at T-Mobile.
- We have designed a clear path of success for your personal & professional growth. It starts right now!
 - Today is your first day as a Mobile Associate.
 - The Ready! program will provide initial training and certify your Mobile Associate skills & knowledge.
 - Mobile Expert (ME)
 - The ME Certification process builds on Ready!
 - You will have more in depth training and hands-on practice.
 - Sr. Mobile Expert
 - Peer mentor
 - Expert knowledge regarding the latest technical innovations in wireless
 - Facilitate workshops
 - Owner of social reputation
 - Certification required
- We will focus this overview on the Mobile Associate and ME Certification.

CAREER PATH (COR ONLY), CONTINUED

EXPLAIN



Mobile Associate & Ready!

- A three-week program.
- Deliver a consistent, best in class onboarding program.
- Strong emphasis in 3 key areas with daily themes.
 - **Providing the Un-carrier Experience**
 - **Products & Services Expertise**
 - **Systems, Tools & Resources Proficiency**
- Certification strategy to prepare a Mobile Associate to enter the Mobile Associate learning role to practice and perform on the sales floor.
- Certification requires a passing score of 85% or above.

EXPLAIN



ME Certification to ME

- A multi-path strategy allows Mobile Associates to transition from READY! into their learning role within their home store with a similar pace as the training environment.
- Each path provides clear checkpoints and measures of success to drive progress and skill development.
- Mobile Associates advance to a Mobile Expert once certification is achieved.
- Includes a change in compensation and commission to go along with their new title.
- Each path includes a closing checkpoint that allows Mobile Associates to show what they know.
- After completing all four paths, Mobile Associates are ready to complete Certification, which requires a passing score of 85% or above.

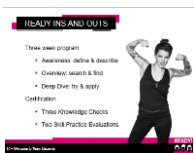
PURPOSE

- Provide a high-level snapshot of the Ready! program.
- Set expectations on the level of detail topics are presented.
- Give Mobile Associates an overview of the Ready! Certification strategy.

ACTION

Use the slide & the key points to deliver the topic.

EXPLAIN



This three-week instructor-led course provides you with the foundational knowledge on what is needed to be a Mobile Associate and learn what it means to be the Un-carrier.

- You will learn how to use the Un-carrier Experience Interaction Model to ensure that a great customer experience is provided in three key areas.
 - **Providing the Un-carrier Experience**
 - **Products & Services Expertise**
 - **Systems, Tools & Resources Proficiency**
- This is a highly interactive course filled with a mix of:
 - Classroom training
 - Self-guided learning
 - Web-based Trainings (WBTs)
 - Knowledge Checks
 - Certification Observations

Topics will be facilitated to drive:

- Awareness: The ability to **define & describe** the topic.
- Overview: Know how to **search & find** topics on your own.
- Deep Dive: Have the time to **try & apply** what you have learned.

This allows for exploration, practice, and in-depth discovery. The goal is to ensure Mobile Associates remain aligned with the content, while working at their own pace.

INS AND OUTS OF READY, CONTINUED

EXPLAIN

Ready! Certification

Three Week in Review Knowledge Checks

- Each Knowledge Check will recap the week's topics.
- Passing score is 85% for each Knowledge Check.
- Open Resources (C2, T-Nation, PG, etc.)

Two Skill Practice Evaluations (Day 9 & Day 14)

- Passing score is 85% of the two evaluations combined.
- Relieves the stress of one final "Certification Day."

ACTION

Show the Mobile Associates the Ready! Certification Scorecard.

PURPOSE

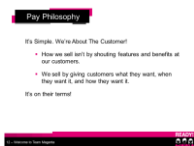
Explain the pay philosophy clearly, but **without mentioning dollar amounts**.

ACTION

Use the slide & the key points to deliver the topic.

TPR may use this time to discuss their company's pay philosophy/compensation strategy.

EXPLAIN



There shouldn't be a trade-off **between selling or serving**

- At T-Mobile, when you provide great service and create an **Un-carrier Experience**, sales are a natural outcome of your efforts.
- How you help **Guide the Purchase** is by Being Your Un-carrier Self, and inviting your customer to be themselves, as they **Explore and Discover** all that T-Mobile has to offer.
- The powerful difference every Mobile Associate creates for customers isn't limited to pricing, plans, or even the latest devices – **the difference is YOU** - our amazing people.
- When everyone takes the time to **Make It Personal** and Focus on the Customer, we all win together, and our customer wins too.
- Whether you're working to make it possible for your customer to say, **"Problem Solved!"** or walking through onboarding steps that help your customer **Stay Connected**, your words, actions, and customer focus has the largest impact on T-Mobile's success, and yours.

EXPLAIN

- As a Mobile Associate, you'll receive base pay.
- This is a learning role, so **you will not receive commission**.

During your onboarding process with T-Mobile, you will receive three milestone bonuses.

1. After completing and passing Ready! Certification.
2. When you complete Mobile Expert Certification.
3. The last bonus after sales metrics are achieved.

PURPOSE

To invite learners to creatively express who they are, what makes them unique, and reinforce the importance of authentic personality with a “no robots” approach to customer interactions

ACTION

- ILT: Give each Mobile Associate a Mohawk Activity Page to customize with color pens, pencils, etc.
- VILT: Have Mobile Associates download the Mohawk Activity Page & the PC tools they are most familiar with to create.
- Trainers should create their own Mohawk Portrait

INSTRUCTIONS

Activity Timing: 30 minutes to create, 20 minutes debrief, 10 minutes clean up



1. Ask learners to write their name on their Mohawk page so it can be easily identified.
2. Visually represent yourself on the mohawk, such as:
 - a. Who you are
 - b. What you love
 - c. Your motivation, goals, accomplishments, or struggles
 - d. What makes you proud
3. **ILT ONLY:** Point out where the Mohawk Supply Stations are located.
4. Explain what will happen once everyone has completed their Mohawks:
 - a. Each learner will be invited to share their design and what it
 - b. **VILT:** Mobile Associates will send their finished Mohawk to the Facilitator via email.
 - c. **ILT ONLY:** Each Mohawk will be added to the Personality Gallery (wall in the training room) using clear tape.
5. Let learners know they will have:
 - a. **30 minutes to create**
 - b. **20 minutes to discuss**
 - c. **10 minutes to clean up (ILT ONLY)**

TEAM ACTIVITY #1, CONTINUED

DEBRIEF



When has a person helping you in a store made the experience so amazing that you planned to ask for them by name the next time you were in the store?

Possible answers may vary.

Why is personality so important to making the customer experience great?

Possible Answers:

- As the Un-carrier we say, "it's all about the customer," in our approach to taking care of customers.
- This means you bring your authentic personality, excitement, curiosity, and expertise to make the customer experience memorable, meaningful, and truly world-class every day.
- This is about being the best version of your most Un-carrier self!

PURPOSE

- This topic will give Mobile Associates details of T-Mobile benefits.
- To understand what the HR Team can do for a new Mobile Associate.

ACTION



TPR may use this time to discuss the benefits made available to their Mobile Associates by their company.

- Make sure you use the standalone **Day 1 HR PPT** to deliver the content.
- The **Day 1 HR PPT** Notes section contains the content facilitator notes used for delivery. **Please do not deviate from these notes.**
- Access **T-Nation** and show the different types of HR information.
- If there are any HR related questions during or after the presentation, refer Mobile Associates to their local Employee Service Partner (ESP).

PURPOSE

To build awareness why diversity & inclusion are so important for Mobile Associates at T-Mobile.

To give an understanding of the what diversity & inclusion are and the groups throughout T-Mobile.

EXPLAIN



What is Diversity at T-Mobile?

- Diversity is creating an inclusive environment where people of diverse backgrounds and perspectives can collaborate effectively to deliver great products and services that delight our customers.
- Who we are as a company, as individuals, as teams, suppliers, & customers.

What is Inclusion at T-Mobile?

- How we work together respectfully and productively to maximize performance to get the job done.
- Creating an environment of mutual respect, trust, and commitment where everyone can contribute to company results, based on their unique talents and backgrounds.

ACTION

Read the quote from John Legere.

“Our DIVERSITY is not only a huge source of pride; it’s also a massive competitive ADVANTAGE. T-Mobile’s diversity FUELS better ideas—the very ideas that are driving our Un-carrier revolution forward.”

EXPLAIN



Why is Diversity & Inclusion Important?

- To create an environment where everyone feels included, valued and respected.
- Respect the culture and values that make everyone feel like a part of T-Mobile.
- To reflect the millions of customers who use T-Mobile products and services.
- Sustain a collaborative, innovative atmosphere that benefits T-Mobile employees, partners and communities.

DIVERSITY & INCLUSION, CONTINUED

EXPLAIN

T-Mobile has Diversity & Inclusion groups across the country that make inclusion a reality by supporting employees being their authentic self at work.

ACTION

TPR may use this time to explain what role Diversity & Inclusion plays throughout their company.

(COR ONLY)

1. Access the Diversity & Inclusion page on T-Nation.
<https://tmobileusa.sharepoint.com/sites/diversity>
 2. Pick a few groups & review with the class.
 3. Share how each Employee Network group impacts your work environment.
-

ASK

The answers to the questions may vary.

What does diversity & inclusion mean to you?

What can you do to help support diversity & inclusion once you're in your store?

PURPOSE

- To invite learners to uncover more common interests, goals, or dreams.
- It will allow the class to see what they are passionate about as a group.

EXPLAIN

- We are going to spend the next three weeks together! Let's complete an activity to get to know one another a bit more.
- Try not to use the same items about yourself from the Mohawk Activity.

INSTRUCTIONS



ILT: Use the poster or draw an outline of the human body on a flipchart.

VILT: Refer to the supporting slide to review what areas of the human form outline are related to which elements.

List the following topics outside of the outline of the human body:

- Head: Dream or goal
- Ears: Things we listen to
- Eyes: How people see us
- Hands: Things we make/do
- Stomach: Favorite food
- Heart: Strong value/belief
- Right foot: Places we visit
- Left foot: Place we wish to visit

ILT: Invite participants to add personal responses to the outline of the human body in each area.

Participants should use Post-it notes, so the poster can be reused in each class.

VILT: In chat have learners add personal responses to the outline of the human body in each area.

DEBRIEF

Answers may vary based on the personal responses.

- What common interests, goals, or dreams do you share with your peers?
- What are we passionate about as a group?

PURPOSE

- To give learners time on the sales floor to observe Mobile Experts in action.
- This activity gives the opportunity for Mobile Associates to see how an Un-carrier customer experience is a natural interaction between customers and T-Mobile employees.

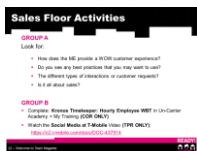
ACTION

- Review the slide & instructions to deliver the activity.
- Keep in mind there are multiple factors to dividing up the group for a sales floor activity (# of new hires, size of sales floor, # of associates on the sales floor, current traffic in store) that means there may be time for more than 2 groups.

EXPLAIN

- You will now get a chance to observe Mobile Experts 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 the "What to look for" items in their Participant Guides.
4. Once Group B finishes have them switch.

Group A will start on the sales floor.

1. Pair a learner with a Mobile Expert.
2. Observe MEs in action.

What to look for?

- a. How does the ME provide a WOW customer experience?
- b. Do you see any best practices that you may want to use?
- c. The different types of interactions or customer requests?
- d. Is it all about sales?

TPR Group B may use this time to complete new hire paperwork or other dealer-specific Day 1 activities.

Group B will complete the following learnings.

1. Complete the WBT.
 - a. Kronos Timekeeper: Hourly Employee WBT **(COR ONLY)**.
2. Watch the Social Media Guidelines video **(TPR ONLY)**

<https://c2.t-mobile.com/docs/DOC-437914>

PURPOSE

The debrief is designed to have an open discussion with the class about what was observed on the sales floor.

EXPLAIN

- There are no right or wrong answers.
- Everyone can have different interpretations of the same situations.

ASK

The Download

- Did you have a WOW customer experience?
- What types of interactions did you observe?
- What best practices did you take away from the observations?
- How did MEs position sales?
- Why is it important to be conscious of your social media brand when posting about T-Mobile?

- Did you see a WOW customer experience?
 - We love to hear the details!
- What types of interactions did you observe?
- What best practices did you take away from the observations?
- How did MEs position sales?
 - Were they aggressive? Friendly? Did they build connections?
- Why is it important to be conscious of your social media brand when posting about T-Mobile?