

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



The Path to Mobile Expert

TOPICS, TOOLS, & TIME

Topics	Tools	Est. Time
Intro		0:05
Introduce the topic for today.	<ul style="list-style-type: none">• Facilitator Guide & Participant Guide• Presentation	
DIY Activity		0:25
<ul style="list-style-type: none">• Take the Mobile Expert Certification Overview WBT• Debrief	<ul style="list-style-type: none">• Facilitator Guide & Participant Guide• Presentation• Un-carrier Academy	
Approximate Time: 0:30		

PURPOSE

To review the Mobile Expert path and certification.

After successfully completing this course, Mobile Associates will be able to:

- Explain the next steps to becoming a Mobile Expert.



EXPLAIN

ME Certification to ME

- The ME Certification process builds on Ready! with more in depth training and hands-on practice.
- It's a multi-path strategy that allows you to transition from READY! into your learning role within your 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.
- You will advance past Mobile Associate to a Mobile Expert once certification is achieved.
- This includes a change in compensation and commission to go along with your new title!
- Each path includes a closing checkpoint that allows you to show what you know.
- After completing all four paths, you are ready to complete Certification, which requires a passing score of 85% or above.
- Speed of progress in each learning path will vary by individual, with coaching and support provided to help you successfully move past each checkpoint.



The Path to Mobile Expert

DIY

25 MIN

PURPOSE

To give Mobile Associates an overview of what to expect on their path to Mobile Expert.

INSTRUCTIONS

See the **DIY Activity** slide.



- Review the instructions on the slide.
- Tell the class they have 15 minutes to complete the WBT and return to the class.



DEBRIEF

See **The Download** slide.

Ensure the class is clear on what happens next.

