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

Resources
- Open
- Review

Intro
- See it

Do it Yourself (DIY) Activity
- Try it
- C2 research
- Debrief

Bring it Together Activity
- Try it
- Show it

TOPICS, TOOLS, & TIME

Topics	Tools	Est. Time
Intro		0:10
Introduce the topic for today.	• Facilitator Guide & Participant Guide • Presentation	
DIY Activity		2:25

• Research
• Debrief
	• Facilitator Guide & Participant Guide
	• Presentation
	• C2 pages:
	  ○ https://c2.t-mobile.com/docs/DOC-428552
	  ○ https://c2.t-mobile.com/docs/DOC-427912
	  ○ https://c2.t-mobile.com/docs/DOC-437248
	  ○ https://c2.t-mobile.com/docs/DOC-442073
	  ○ https://c2.t-mobile.com/docs/DOC-415399
	  ○ https://c2.t-mobile.com/docs/DOC-442173
	• Nest Secure WBT (Un-carrier Academy) *
	• FamilyMode WBT (Un-carrier Academy) *
	
	  * **Note:** These WBTs show up a little differently. They are assigned to all new mobile associates, but appear in their general transcript, rather than within the Ready! curriculum.	

Approximate Time: 2:35		

INTRO   10 MIN

PURPOSE   Mobile Associates will be given time to explore T-Mobile's line-up of IoT devices, with emphasis on SyncUP DRIVE, Connected Home products, and FamilyMode.

After successfully completing this module, they will be able to:

- Define Internet of Things.
- Describe the benefits of SyncUP DRIVE.
- Describe the benefits of the Nest Security Pack.
- Describe the benefits of FamilyMode.
- Identify IoT accessories sold in their store.

ASK   Ask and discuss in your own words:

- Who's heard of Internet of Things (IoT)?

- Who can give an example of an IoT product?

EXPLAIN   Explain the following in your own words:

- IoT is huge. By some estimates there will be 100 billion 'things' connected by 2020.

- For example, Samsung's CEO has said that by 2020, "every single piece of Samsung hardware will be an IoT device, whether it is an air purifier or an oven."

- While we might not sell ovens, we do have a wide selection of IoT products that can benefit customers, and represent a whole new playing field of sales opportunities for you.

- If you haven't already experienced a shift in thinking, now is the time to realize we are so much more than a cell phone company.

- Today, you'll be learning about some of our IoT products with an emphasis on SyncUP DRIVE, Connected Home products, and FamilyMode.

- You'll notice SyncUP FLEET. It's similar to SyncUP DRIVE, but is primarily for T-Mobile for Business customers who have a fleet of vehicles they want to track and manage.

DIY ACTIVITY	2 HR 25 MIN

PURPOSE   Learn about IoT devices, the benefits of SyncUP DRIVE, Connected Home, and FamilyMode, and the rate plans that correspond to these products. Practice explaining the products, their benefits, and pricing.

INSTRUCTIONS   TIME: **5 min setup, 2 hr research, 20 min debrief**

See the **IoT Activity** slide.

1. Explore the range of IoT products, and specifically learn more about SyncUP DRIVE, Connected Home, and FamilyMode.

   o   Complete the Nest Secure WBT and T-Mobile FamilyMode WBT in Un-carrier Academy.

   Note: These WBTs are assigned to all new mobile associates, but appear in their general transcript, rather than within the Ready! curriculum.

   o   Browse Connected Home products in C2: https://c2.t-mobile.com/docs/DOC-437248

   o   Review FamilyMode in C2:
   - Grab & Go: https://c2.t-mobile.com/docs/DOC-442073
   - Family Allowances: https://c2.t-mobile.com/docs/DOC-415399

   o   Choose two videos to watch on the FamilyMode Hub: https://c2.t-mobile.com/docs/DOC-442173

DIY ACTIVITY (CONTINUED)   2 HR 25 MIN

INSTRUCTIONS

2. Explore the range of IoT products, and specifically learn more about SyncUP DRIVE, Connected Home, and FamilyMode.

   o Complete the Nest Secure WBT and T-Mobile FamilyMode WBT in Un-carrier Academy.

     Note: These WBTs are assigned to all new mobile associates, but appear in their general transcript, rather than within the Ready! curriculum.

   o Browse Connected Home products in C2: https://c2.t-mobile.com/docs/DOC-437248

   o Review FamilyMode in C2:
     - Grab & Go: https://c2.t-mobile.com/docs/DOC-442073
     - Family Allowances: https://c2.t-mobile.com/docs/DOC-415399

   o Choose two videos to watch on the FamilyMode Hub: https://c2.t-mobile.com/docs/DOC-442173

3. Bring these IoT products into real-life.

   o Think of a friend or family member who could benefit from SyncUP DRIVE or the Nest Security Pack.

   o Write down the top 3 ways this product could benefit them.

   o Create a short video for them, including:

     a) A simple explanation of the product.
     b) How you believe the product will benefit them.

   o Send your friend or family member (or manager) the video.

     Note: If they don't have/want to use their personal cell phone, use a demo phone in the store. Another option is to send it to their manager instead of a friend or family member.

   o Explain the video is a training activity and ask for their feedback.

   o **Remind learners** what they learned in the **Social Media Guidelines Video** and to keep their videos within those guidelines.

4. Let's assume they will be interested in this IoT product. Prepare an explanation of pricing, including:

   o Cost of the device, EIP option, and rate plan cost

DIY ACTIVITY, CONTINUED

DEBRIEF

See the **IoT Download** slide.

- What are the key features of SyncUP DRIVE?
    - https://c2.t-mobile.com/docs/DOC-427912
- What does the Nest Security Pack have over old-school alarm systems?
    - See Nest Secure WBT
- What are three features of FamilyMode and how they can benefit customers?
    - https://c2.t-mobile.com/docs/DOC-442073
- What are some benefits of the FamilyMode Home Base accessory?
    - https://c2.t-mobile.com/docs/DOC-442073
- What does Family Allowances monitor?
    - https://c2.t-mobile.com/docs/DOC-415399
- What other IoT products did you discover?
    - https://c2.t-mobile.com/docs/DOC-437248
    - https://c2.t-mobile.com/community/sales-training/iot
- Let's hear about your friends and family videos.
    - Who did they choose?
    - Which product?
    - Have they received feedback yet on their video?
    - Ask for volunteers to re-enact their video.

SALES FLOOR ACTIVITIES   1 HR 30 MIN
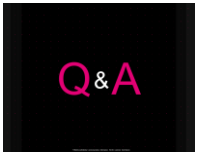
NOTE

Time is allotted at the end of each day for sales floor activities. Most days will have sales floor activities from multiple modules. Before ending this module, spend a few moments covering the instructions for this module's sales floor activities. Refer to the Ready! Roadmap for specific timing.

- Ready! roadmap: https://c2.t-mobile.com/docs/DOC-437474

INSTRUCTIONS

- Review the content on the slide with the group.

- Have the learners bring their **Sales Floor Activity Guide** with them and take notes as they observe and interact with the store team on the sales floor.

- If learners are unable to complete an activity or observe everything on the slide, additional time for sales floor activities is provided during the weekly review days. This is a good time for learners to go back through the week's activities and fill in the blanks.

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