

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



Un-carrier Experience Commitment

TOPICS, TOOLS, & TIME

Topics	Tools	Est. Time
Intro		0:05
Introduce the I Will ... commitment statement.	<ul style="list-style-type: none">• Facilitator Guide & Participant Guide• Presentation	
Bring It Together Activity		0:25
Learners will create their own I Will... commitment statement and share with the team.	<ul style="list-style-type: none">• Facilitator Guide & Participant Guide• Presentation• Your personal I Will... commitment	
Approximate Time: 0:30		

Un-carrier Experience Commitment

INTRO

5 MIN

PURPOSE

Using everything they learned today about the Un-carrier Experience, learners will create a commitment statement starting with I Will...

EXPLAIN



Explain the following in your own words:

- We've talked today how our customer interactions, our products and services, and the way we work with each other are all a part of the Un-carrier Experience.
- Our Principles are the foundational truth of how we do business. They guide us to the right decisions and make sure we deliver on the Un-carrier Promise to be about the customer.
- Our How We Play Values are the way we turn those Principles into action. Those values help us make sure our customers have the Un-carrier Experience every time they interact with T-Mobile.
- But all this is talk. And saying it and doing it are two different things. To move us from thinking to doing, we're going to create an I Will... commitment statement.
- Each one of us is committed to providing that customer experience to every customer no matter why they are in our store.



Un-carrier Experience Commitment

BRING IT TOGETHER ACTIVITY

25 MIN

PURPOSE

Give the learners 5 minutes to create their I Will... commitment statements.

INSTRUCTIONS

I Will Commitment



1. Tell the learners to think about everything they've learned about the Un-carrier Experience today. What resonated with them? Did they see or hear about the type of T-Mobile person they want to be? What Principle or How We Play value will be the foundation of their T-Mobile career?
2. Tell them they will have 5 minutes to create their I Will... commitment statement in their Participant Guide.
3. Give your personal I Will... commitment statement so they have an example to go on.

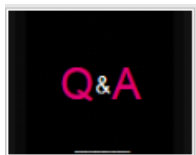
DEBRIEF



- At the end of 5 minutes, ask for volunteers to share their I Will... commitment statement with the group. Take as many volunteers as you have time for.
- Tell the learners that they will have a home store visit as part of Ready! They will share their I Will commitment statement with their store manager and create a plan to make that commitment a reality.

EXPLAIN

Day Closing Comments



- Ask if there are any questions about today's content.
- Close the day with these key points.
 - The Un-carrier is how we do business. From our customer interactions, to our innovative products and services, to our policies to just the way we work with each other we are delivering on our promise of being the Un-carrier.
 - It's how we bring the T-Mobile brand to life and it's what sets us apart from the "carriers".
 - You are the face of T-Mobile. And you will create an Un-carrier experience for every customer!