Evolution 1: 2019 COBC

In the last 30 days, my department leadership communicated with me about the importance of the T-Mobile Code of Business Conduct.
- Yes
- No

Since taking this course, I have referred to the Code for guidance on a decision or action.
- Yes
- No

I have now internalized the Code as a result of this training.
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Doing It The Right Way:
Integrity 365

Joe Pulichino, Ed.D.
Ivan H. Lee
Brant Duckett
Agenda

Reimaging Compliance & Ethics Training

Integrity 365 Development & Demonstration

Next Steps in Our Journey

What’s wrong with Compliance & Ethics Training?

- It’s about Compliance & Ethics
- Off-the-shelf training libraries
- Anti-learning laws and regulations
- Same old same old year in year out
The Consequences

No one size fits all

No engagement just a mindless content click through

No relevance to the employees’ day-to-day live-in reality

No emotional connection to the learning – motivation and empathy

No personal stake in the learning

No behavior change or workplace transfer

No learning process – no refresh, reinforcement, remediation

Do It The Right Way Culture

It’s how we work

It’s how we play

It’s how we behave

It’s how we decide

It’s who we are
Focus Training on the Culture & Integrity

- Naturalizes and harmonizes compliance and ethics
- Promotes compliance
- Mitigates risk
- Aligns behavior with our Code
- Is employee-driven
- Makes it easier to Do It the Right Way

Two Big Insights

- New and Tenured Employees have different training needs.
- Dilemmas and decisions do not take place in a vacuum.
NEO – New Employee On-boarding

- Launched Jan 1, 2020
- Code of Business Conduct learning path for “newbies”
- Covers all Code related topics
- Includes new courses:
  - Welcome to T-Mobile
  - Speaking Up at T-Mobile
- Transforms new employees to Code Champions in four weeks

Integrity 365 - PST for Tenured Employees

Introducing INTEGRITY 365
Preview: Integrity 365 Episode 1 Introduction Video

Our Journey
Baseline: 2018 COBC

COURSE MATERIAL

- Is it expected that the salesperson will be on time for the meeting?
- Is it the right thing to do for customers, competitors, shareholders, suppliers, and business partners?

Ask: Not sure if the answer to each question is “yes”? Ask for help. Keep asking until you're satisfied that you find something that will make your team Magenta proud.

Speak Up

If you are or suspect that something violates the law or the Code, say something. Follow your gut. If something doesn’t seem quite right, then it probably isn’t. Call it out so it can be dealt with and everyone can get back to doing things the right way.

What’s the best way to report a concern? You can always start by talking with your manager, your next level manager, or a Human Resource Employee Business Partner.

If you’re not comfortable using these resources or don’t feel they received your concern, contact T-Mobile Compliance & Ethics. This team is available to all T-Mobile employees, customers, suppliers, shareholders, and business partners who want to raise concerns.

Search “Ethics” on T-Hub for T-Mobile Compliance & Ethics and for more ways to speak up.

We Don’t Toleration

We don’t tolerate retaliation—ever. Anyone who reports a suspicious violation of the Code, or raises a concern on any concern getting in the way of the Code, will be protected.

Warm Up Questions

Which one of these situations could be a conflict of interest?

Choose the correct answer below:

Irene’s manager told her she can leave work early once a month to volunteer at a homeless shelter.

Joe hired his niece to work for him.

Lucas asked his co-worker out on a date, but she says no.

A

B

C

Evolution 1: 2019 COBC

WE RESPECT EACH OTHER AND OUR ENVIRONMENT

T-Mobile
Evolution 2: Protecting Information the Right Way

Live Action

Story tropes

Project Management
Evolution 2: Protecting Information the Right Way

Evolution 3: We Respect Each Other

Brain Science  Learner as Coach  Risk-Based
Evolution 4: Integrity 365 Episode 1

THE MANAGER STRIKES BACK

What should I do now?
Select the best response.

- Do nothing—it might only make matters worse for you.
- Report the perceived retaliation to your Employee Success Partner or Compliance & Ethics through the Integrity Line.

That's right!
I'm worried that Jenna is getting back at me for reporting the number-fudging incident, so I reported that for further investigation.

At T-Mobile, we don't tolerate retaliation. Stay tuned for the resolution of the investigation in a future Integrity 365 episode.
Evolution 4: Integrity 365 Episode 1

THE BACKSTORY

RETAILATION OF ANY KIND WILL NOT BE TOLERATED PERIOD.

2D -> 3D

Emotional Stimulation

Narrative
Evolution 5: Integrity 365 Episode 2 Intro

Remote

New Tropes

What’s Next?

Soft Launch of Episode 1

2020 Season 1 broadcast schedule
E1: July 6
E2: Aug 3
E3: Oct 5
E4: Nov 2

2021 Season 2
8 Episodes Planned
Let’s talk