

**Commerce 2GR0  
DeGroot Student Experience & Development II  
Winter 2023 Course Outline  
All Lab sections**

**DeGroot School of Business  
McMaster University**

***COURSE OBJECTIVE***

The primary objective of this course is to provide structured experiential opportunities for students in the Bachelor of Commerce program to acquire additional knowledge, enhanced skills, and self-awareness in the areas of applied problem-solving and persuasive workplace communication. Related objectives are to enhance skills in career exploration, teamwork, cross-functional business perspective, and cross-cultural communication.

***INSTRUCTIONAL TEAM AND CONTACT INFORMATION***

**Dr. Helen Chen**  
**Instructor**  
chenh227@mcmaster.ca  
Virtual Office Hours: by  
appointment

**Heather Dwyer**  
**Instructional Assistant**  
hdwyer@mcmaster.ca  
Virtual Office Hours: by  
Appointment

**Lab Leaders (TA)**  
To Be Introduced During First Lab  
Communication Channel: MS Teams

**Course website:** <http://www.avenue.mcmaster.ca>

***COURSE ELEMENTS***

Credit Value:	0	Leadership:	Yes	IT skills:	Yes	Global view:	Yes
Avenue:	Yes	Ethics:	Yes	Numeracy:	Yes	Written skills:	Yes
Participation:	Yes	Innovation:	Yes	Group work:	Yes	Oral skills:	Yes
Evidence-based:	Yes	Experiential:	Yes	Final Exam:	No	Guest speaker(s):	Yes

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## ***COURSE DESCRIPTION***

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This is an experiential learning course designed with virtual synchronous sessions and asynchronous learning (i.e., LinkedIn Learning courses).

### **Large Class Events**

The Large Class Event is a synchronous virtual meeting on Zoom where **students from all lab sections** will come together to learn about core concepts; be exposed to problem-solving and communication tools; gain insights from guest speakers; accumulate career development essentials, such as LinkedIn profiles and career exploration, and cultivate leadership development self-awareness.

### **Labs**

LinkedIn Learning (LIL). At the start of the term, you will be given a link to the 2GR0 specific Learning Path and by completing the required LIL activities, you will earn LinkedIn Learning certificates that can be added to your résumé and LinkedIn profile to showcase your knowledge and skills to prospective employers. In the first lab, your Lab Leader will ensure you have access to the LinkedIn Learning path as well as answer any questions about LinkedIn Learning or any other aspects of the course. They will also be available on an ongoing basis to provide assistance with LinkedIn Learning.

Business Simulation. You will engage with a hands-on business virtual simulation (Kayak by Praxar; [www.praxar.com](http://www.praxar.com)) with a team to apply knowledge and skills learned from the large class and LinkedIn Learning modules. **During the team simulation lab week, you will enter the live simulation and work with your simulation team to discuss business issues and make relevant decisions.** In each round of the simulation, you are to take on a different business function role to gain exposure to the different specialized areas within and organization. At the beginning of the term, you will be randomly assigned to a team (5 students per team). Each team will establish a *Channel* within the Lab MS Team for communication and discussion. Your Lab Leader will be available on an ongoing basis to provide support for the simulation. **Note that you are expected to attend each lab simulation to contribute to your and your peers' advancement in the course; please contact your lab leader in advance if you anticipate being absent in any of the scheduled simulation lab sessions.**

Career Professional Development (CPD). It has never been more important for students to use social media tools as part of the career building journey. More specifically, employers are leveraging LinkedIn to identify and assess talent for their hiring needs – including university students for summer, internship and new graduate employment opportunities. The CPD team will provide you with the resources and tools necessary to create a strong profile and get you started on building your professional network.

Leadership Development. Following up on your leadership development journey that started in 1GR0, you will be completing another survey based on your collaboration with peers during the business simulation activities. You will receive individualized feedback about your leadership style as well as tips and suggestions to further develop your leadership skills.

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## LEARNING OUTCOMES

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This course is specifically designed to support skill development in the areas of innovative problem solving, and persuasive communication, plus extend knowledge in the areas of career exploration and leadership development. Upon successful completion of this course, students will be able to:

### *Problem Solving*

- Use a variety of problem-solving methodologies to analyze and develop solutions to business problems
- Identify and overcome barriers to individual and team creativity
- Use virtual communication and collaboration tools (e.g., meetings, channels, SharePoint, and so on) to share, develop, and discuss analysis and solutions to problems and to obtain support as needed

### *Persuasive Communication*

- Communicate confidently and collaborate effectively with students from diverse backgrounds
- Use the Tableau data visualization tool to communicate business insights effectively and efficiently from raw data

### *Career Exploration*

- Learn to utilize LinkedIn to build professional network, access employment opportunities, explore organizations and industries
- Create a professional LinkedIn profile that highlights their experiences and professional brand to employers
- Recognize the benefits of developing, utilizing and maintaining a LinkedIn profile as part of your career journey
- Develop personalized outreach messages to expand your professional network

### *Leadership Development*

- Describe how individuals come to be seen as leaders in teams
- Assess your own leadership behaviour in teams

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## COURSE MATERIALS AND READINGS

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### **Textbook and Study Materials**

This is not a traditional “content” course, therefore, there is no required textbook for this course. The “content” for this course will be provided through Large Class Events and LinkedIn Learning videos. If slides and other audio-visual materials are used during the large class and lab, they will be posted on MS Team/Avenue to Learn for review.

### **Digital Applications/Accounts**

This course will make extensive use of technology. **These tools are free for DeGroote and McMaster students.**

1. **Avenue to Learn:** All course information, required materials, general announcements, and other resources you will need will be included in the course Avenue shell. To access your course, go to [Avenue to Learn](http://avenue.mcmaster.ca/) (http://avenue.mcmaster.ca/)

2. **Microsoft Teams:** You will use MS Teams to attend lab tutorial, meet and communicate with your Lab Leader, and to communicate and collaborate with your simulation team. The MS Teams app is free for McMaster students as well as other Office 365 applications such as Word, PowerPoint, Outlook. To download MS Teams, go to [Office 365 Hub \(https://office365.mcmaster.ca/microsoft-365-for-students-start-here/\)](https://office365.mcmaster.ca/microsoft-365-for-students-start-here/). You will be automatically enrolled into the Large Class Team and into your Lab Team channels. The Instructional Assistant will set up Channels within each Lab Team and assign you to one of those Channels for the purpose of working with your simulation team (5 people from your lab).
3. **Zoom:** Large class will be conducted as Zoom Webinar. You need to use MAC credential to log onto Zoom meeting. Polls will be conducted during the webinar and completion of the polls will be marked for participation credit.
4. **LinkedIn Learning:** You will be provided with a link on Avenue to Learn which will take you to a specific 2GR0 “Learning Path” on LinkedIn Learning which contains the LIL videos that you are required to review. More details will be provided in the lab. To learn all you can do with LinkedIn Learning, go to The Guide to LinkedIn Learning (<https://libguides.mcmaster.ca/linkedinlearning>)
5. **Praxar Simulation:** You will be provided with an access code for individual access to the Praxar simulation and can do as many Practice Rounds as you like. When course registration is finalized, you will be assigned to a team of 5 within your lab section and given an access code to the “live” simulation. The official rounds will take place during your lab time. Details about the simulation and a document of Introduction to Simulation and a Student Guide will be posted on MS Teams and Avenue.

**Important Hardware Note:** While Avenue, and LinkedIn Learning are mobile friendly (phone or tablet) the Praxar simulation will only run on a laptop/MacBook, due to the amount of information in the simulation. Please ensure you have access to a reliable device for the simulation and fully charge your device **before** the session in case there is a power disturbance. The Praxar simulation has been used by students at universities around the world and problems are few, however, better safe than sorry. You will also need to be on a robust network whether you are here in Canada or elsewhere. Please use the McMaster VPN if you are not located in Canada as that is monitored and supported by University Technology Services.

6. **Tableau** (Free public version): You will be learning about this digital tool and then use it to visualize simulation data.

**Technology Support Note:** If you run into a problem with any course related technology, please contact technical support of the respective platform. Your Lab Leader is not your technical support person but do keep them updated on any issues that cannot be quickly resolved, so we can determine if it is an individual issue, or it is a system wide problem affecting multiple students. The list of technical support links/contact information is posted on Avenue.

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## COURSE ASSESSMENT

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Despite this being a pass/fail identified course, **successful completion of this course is dependent on a high level of engagement** in all facets of the course. You are expected to contribute to a respectful and collaborative learning environment both inside the virtual classroom and in your other interactions and communications associated with this course. The value of this course for you and your peers will depend on your regular presence and active engagement.

Your grade will consist of evaluations of work done individually and in groups, as indicated in the table below. As a Pass/Fail course, the passing score is 50%.

To succeed in the course, students are required to pass the:

- Learning Activities AND
- Experiential Event: Virtual Business Simulation

### Learning Activities

EVALUATIONS	WEIGHT	DESCRIPTION
Participation	40%	Attending and participating in four large class events during the term
LinkedIn Learning	40%	Completing four (4) LinkedIn Learning courses with reflection
Leadership Development	10%	1) Complete Leadership Development Survey 2) Receive individual feedback
LinkedIn Profile	10%	Develop a LinkedIn Profile

### Experiential Event: Virtual Business Simulation

EVALUATIONS	WEIGHT	DESCRIPTION
Participation in simulation rounds	50%	1) Complete Practice Round and create Team Charter 2) Complete Round One and Team Reflection
Complete deliverables after each round	50%	3) Complete Round Two and Team Reflection 4) Complete Round Three and Team Reflection 5) Complete Tableau Data Visualization (Individual)

Notes:

- Although these activities are marked on a completion basis, the teaching team reserve the right to assess the quality of the work submitted. If the input to the simulation deliverable is irrelevant, it may be assessed with a score of zero (0).
- The Learning Activities and Experiential Event has limited eligibility for MSAF. If you need to seek relief for missed academic work due to prolonged medical or personal reasons, please refer to the policy of Request for Relief for Missed Work (see link below for further information).
- The MSAF process is not used for SAS disability accommodation (see Accommodation section in this document for information related to SAS accommodation).

- In unlikely situations if the required activities need to be changed or the evaluation needs to be revised, you will be notified via Avenue to Learn and MS Teams in advance.

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## ***COMMUNICATION AND FEEDBACK***

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Communication in 2GR0, public or private, with your Lab Leader or the Instructional Assistant is to primarily take place through MS Teams, not email, to help you learn how to effectively use this tool. However, if there is a specific need to use email then you are to use your **official McMaster University email account**. Both methods protect the confidentiality and sensitivity of information as well as confirming the identity of the student. Emails regarding course issues should NOT be sent to the Area Administrative Assistants. All students will receive feedback regarding their progress prior to the final date by which a student may cancel the course without failure by default.

Instructors may solicit feedback via an informal course review with students to allow for modifications in curriculum delivery.

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## ***REQUESTING RELIEF FOR MISSED ACADEMIC WORK***

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In the event of an absence for medical or other reasons, students should review and follow the Academic Regulation in the Undergraduate Calendar “Requests for Relief for Missed Academic Term Work” and the link below.

<http://ug.degroote.mcmaster.ca/forms-and-resources/missed-course-work-policy/>

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## ***ACADEMIC INTEGRITY***

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You are expected to exhibit honesty and use ethical behaviour in all aspects of the learning process. Academic credentials you earn are rooted in principles of honesty and academic integrity. **It is your responsibility to understand what constitutes academic dishonesty.**

Academic dishonesty is to knowingly act or fail to act in a way that results or could result in unearned academic credit or advantage. This behaviour can result in serious consequences, e.g., the grade of zero on an assignment, loss of credit with a notation on the transcript (notation reads: “Grade of F assigned for academic dishonesty”), and/or suspension or expulsion from the university.

For information on the various types of academic dishonesty please refer to the [Academic Integrity Policy](https://secretariat.mcmaster.ca/university-policies-procedures-guidelines/), located at <https://secretariat.mcmaster.ca/university-policies-procedures-guidelines/>

The following illustrates only three forms of academic dishonesty:

- plagiarism, e.g., the submission of work that is not one’s own or for which other credit has been obtained.
- improper collaboration in group work.

- copying or using unauthorized aids in tests and examinations.

In the case of Commerce 2GR0, this specifically means you CANNOT share with other people access to LinkedIn Learning or the Praxar simulation to complete the work for you. This is a breach of both the University's Academic Integrity Policy and the University's Technology Policy. All deliverables on technology platform must be your own original work.

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### ***AUTHENTICITY/PLAGIARISM DETECTION***

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**Some courses may** use a web-based service (Turnitin.com) to reveal authenticity and ownership of student submitted work. For courses using such software, students will be expected to submit their work electronically either directly to Turnitin.com or via an online learning platform (e.g., A2L, etc.) using plagiarism detection (a service supported by Turnitin.com) so it can be checked for academic dishonesty.

Students who do not wish their work to be submitted through the plagiarism detection software must inform the instructor, before the assignment is due. No penalty will be assigned to a student who does not submit work to the plagiarism detection software.

**All submitted work is subject to normal verification that standards of academic integrity have been upheld** (e.g., on-line search, other software, etc.). For more details about McMaster's use of Turnitin.com please go to [www.mcmaster.ca/academicintegrity](http://www.mcmaster.ca/academicintegrity).

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### ***COURSES WITH AN ON-LINE ELEMENT***

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**Some courses may** use on-line elements (e.g., e-mail, Avenue to Learn (A2L), LearnLink, web pages, capa, TopHat, ThinkingCap, etc.). Students should be aware that, when they access the electronic components of a course using these elements, private information such as first and last names, usernames for the McMaster e-mail accounts, and program affiliation may become apparent to all other students in the same course.

The available information is dependent on the technology used. Continuation in a course that uses on-line elements will be deemed consent to this disclosure. If you have any questions or concerns about such disclosure, please discuss this with the course instructor.

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### ***ONLINE PROCTORING***

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**This is not used in this course.**

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### ***CONDUCT EXPECTATIONS***

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As a McMaster student, you have the right to experience, and the responsibility to demonstrate, respectful and dignified interactions within all of our living, learning and working communities. These expectations are described in the [Code of Student Rights & Responsibilities](#) (the “Code”). All students share the responsibility of maintaining a positive environment for the academic and personal growth of all McMaster community members, **whether in person or online**.

It is essential that students be mindful of their interactions online, as the Code remains in effect in virtual learning environments. The Code applies to any interactions that adversely affect, disrupt, or interfere with reasonable participation in University activities. Student disruptions or behaviours that interfere with university functions on online platforms (e.g., use of Avenue 2 Learn, WebEx or Zoom for delivery), will be taken very seriously and will be investigated. Outcomes may include restriction or removal of the involved students’ access to these platforms.

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### ***ACADEMIC ACCOMMODATION OF STUDENTS WITH DISABILITIES***

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Students with disabilities who require academic accommodation must contact [Student Accessibility Services](#) (SAS) at 905-525-9140 ext. 28652 or [sas@mcmaster.ca](mailto:sas@mcmaster.ca) to make arrangements with a Program Coordinator. For further information, consult McMaster University’s [Academic Accommodation of Students with Disabilities](#) policy. Please contact SAS as soon as possible so we can put accommodations in place as early as possible.

SAS students taking 2GR0 are to **provide the name and contact information for the 2GR0 Instructional Assistant to your SAS Coordinator**, not the large class facilitator or the Lab Leader. The Instructional Assistant will be available to discuss reasonable accommodation with you and will communicate those accommodations to your Lab Leader. This ensures that all students are treated consistently. We have tried to anticipate and mitigate disability related challenges related to the 2GR0 course design but there may be unique circumstances that require further discussion. Please do not hesitate to engage in a conversation with the Instructional Assistant who will seek out additional resources/advice, as necessary.

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### ***ACADEMIC ACCOMMODATION FOR RELIGIOUS, INDIGENOUS OR SPIRITUAL OBSERVANCES (RISO)***

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Students requiring academic accommodation based on religious, indigenous or spiritual observances should follow the procedures set out in the [RISO](#) policy. Students should submit their request to their Faculty Office **normally within 10 working days** of the beginning of term in which they anticipate a need for accommodation or to the Registrar’s Office prior to their examinations. Students should also contact their instructors as soon as possible to make alternative arrangements for classes, assignments, and tests.

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### ***COPYRIGHT AND RECORDING***

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Students are advised that lectures, demonstrations, performances, and any other course material



provided by an instructor include copyright protected works. The Copyright Act and copyright law protect every original literary, dramatic, musical and artistic work, **including lectures** by University instructors.

The recording of lectures, tutorials, or other methods of instruction may occur during a course. Recording may be done by either the instructor for the purpose of authorized distribution, or by a student for the purpose of personal study. Students should be aware that their voice and/or image may be recorded by others during the class. Please speak with the instructor if this is a concern for you.

In 2GR0 the full class events will be recorded; **there will be no video or audio recording of meetings/discussions on MS Teams or during the Praxar team simulation.**

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### ***EXTREME CIRCUMSTANCES***

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The University reserves the right to change the dates and deadlines for any or all courses in extreme circumstances (e.g., severe weather, labour disruptions, etc.). Changes will be communicated through regular McMaster communication channels, such as McMaster Daily News, A2L and/or McMaster email.

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### ***RESEARCH USING HUMAN SUBJECTS***

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All researchers conducting research that involves human participants, their records or their biological material are required to receive approval from one of McMaster's Research Ethics Boards before (a) they can recruit participants and (b) collect or access their data. Failure to comply with relevant policies is a research misconduct matter. Contact these boards for further information about your requirements and the application process.

McMaster Research Ethics Board (General board): <https://reo.mcmaster.ca/>

Hamilton Integrated Research Ethics Board (Medical board): <http://www.hireb.ca/>

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### ***ACKNOWLEDGEMENT OF COURSE POLICIES***

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Your enrolment in Commerce 2GR0 will be considered to be an implicit acknowledgement of the course policies outlined above, or of any other that may be announced during lecture and/or on A2L. **It is your responsibility to read this course outline, to familiarize yourself with the course policies and to act accordingly.**

Lack of awareness of the course policies **cannot be invoked** at any point during this course for failure to meet them. We invite you to ask for clarification on any policies or procedures that you do not fully understand, as early and as often as possible. Start with your Lab Leader; do not rely on friends or fellow lab/team members as their understanding may not be accurate.

## COURSE SCHEDULE

Format		What's Happening	Deliverable
Week 1 Jan 9	Large Class	<b>COURSE OVERVIEW</b> - Course logistics - Teaching team introduction <b>GUEST SPEAKERS</b> - Career Development - LinkedIn Learning - Leadership Development	Participation
Week 2 Jan 16	Lab	<b>BUILDING SKILLS: COMMUNICATION, EFFECTIVE PROBLEM SOLVING &amp; COLLABORATION</b> - Meet your Lab Leader - Ensure access to the LiL Learning Path - LiL self-study	Complete LinkedIn Learning courses
Week 3 Jan 23	Optional Lab / Self-Study	(CON'T) <b>BUILDING SKILLS: COMMUNICATION, EFFECTIVE PROBLEM SOLVING &amp; COLLABORATION</b> -Complete Lil Learning Path	Complete LinkedIn Learning courses <i>Due: January 29<sup>th</sup> at 11:59 p.m.</i>
Week 4 Jan 30	Large Class	<b>BUSINESS ROLES &amp; AREA OF FOCUS INTRODUCTION TO BUSINESS SIMULATION</b>	Participation
Week 5 Feb 6	Lab	<b>SIMULATION: Team Formation &amp; Practice Round</b> - Praxar account setup, watch the tutorial, practice round - Develop Team Charter	Participation Team Charter <i>Due: end of lab</i>
Week 6 Feb 13	Lab	<b>SIMULATION: Round 1</b> - Teams participate in Round 1 - Complete team reflection - Mentoring with Lab Leader available	Participation Team Reflection <i>Due: end of lab</i>
Week 7		<b>Mid-term Recess</b>	
Week 8 Feb 27	Lab	<b>SIMULATION: Round 2</b> - Review simulation reports from round 1 - Teams participate in Round 2 - Complete team reflection - Mentoring with Lab Leader available	Participation Team Reflection <i>Due: end of lab</i>
Week 9 Mar 6	Lab	<b>SIMULATION: Round 3</b> - Review simulation reports from round 2 - Teams participate in Round 3 - Complete team reflection - Mentoring with Lab Leader available	Participation Team Reflection <i>Due: end of lab</i>
Week 10 Mar 13	Large Class	<b>RECAP KEY LEARNINGS &amp; COMMUNICATION</b> - Learnings from experience <b>GUEST SPEAKERS</b> - Tableau & Data Visualization - Leadership development: Insights from 1GR0 & Survey	Participation Leadership Survey (Individual) <i>Due: March 19<sup>th</sup> at 11:59 p.m.</i>

Week 11 Mar 20	Lab	<b>BUILDING SKILLS: TABLEAU</b> - Self-study resources - Setting up Tableau account - Visualize simulation data in Tableau	Tableau Data Visualization (Individual) <i>Due: March 26<sup>th</sup> at 11:59 p.m.</i>
Week 12 Mar 27	Large Class	<b>CAREER DEVELOPMENT</b> Guest speakers panel	LinkedIn profile <i>Due: April 2<sup>nd</sup> at 11:59 p.m.</i>
Week 13 Apr 3	Lab	<b>LEADERSHIP DEVELOPMENT</b> Individual leadership feedback	Participation

## LinkedIn Learning Path

There are LinkedIn Learning (LIL) courses that comprise the Learning Path for Commerce 2GR0. Upon completion of each course, you will receive a LIL certificate that you can share to your LinkedIn profile and add it to your résumé. You can also use this experience to answer job interview questions about self-development and future self-development goals. You earn course credits by completing the **FOUR** required modules.

LinkedIn Learning Required Modules	Description & Learning Objectives
Essentials of Team Collaboration By: Dana Brownlee	Learn how teams can collaborate more effectively. Discover how to ask key questions, clarify expectations, and ensure everyone is kept in sync.
Problem Solving Techniques By: Chris Croft	Learn techniques for identifying the root cause of a problem, generating options, and selecting the best solution
Communication within Teams By: Daisy Lovelace	Learn to craft a team charter to establish norms for how you work together as a cohesive group. Understand essential elements of team communication and cultivate communication practices in high-performing teams.
Communicating Across Cultures By: Tatiana Kolovou	Understand how different cultures are affected by barriers such as pace, style, and non-verbal cues which will make them into better cross-cultural communicators.

You will find some additional modules curated for your further learning. These modules are not part of the course requirement, but rather added resources.

### Additional LinkedIn Learning Resources

- Take a more creative approach to problem solving - Learn concrete tools for creative thinking that are used in many different fields to help unlock creativity.
- Smart thinking: Overcoming Complexity - Learn how to break down complex problems and use focus, accountability, and self-belief to take control of challenges and make more confident decisions.
- Communicating with Confidence - Strengthen oral communication skills by learning how to speak with confidence, effectively use pauses, and manage facial expressions.
- Data Visualization: A Lesson and Listen Series - Explore key themes in data visualization, data storytelling, and information design.