



# Hamburger University

## **Virtual Leading Great Restaurants Learner Class Handbook**



*Virtual Leading Great Restaurants is the learning leadership class for the Restaurant Leader curriculum.*

*This handbook contains information and Frequently Asked Questions (FAQ)'s for learners enrolled in the HU Virtual Leading Great Restaurants class.*



## **Welcome to Virtual Leading Great Restaurants!**

As the National Learning Manager of Hamburger University, I am so excited about this investment in your growth and development. I believe your time in this program will help you amplify your leadership strengths and identify opportunities to be an even stronger leader of your restaurant in the future.

The team and I here at Hamburger University are honored to get to spend the next two weeks with you. We are here to support you as you build skills to improve your leadership and run better restaurants.

In order to maximize this learning investment, it is important that you have prepared for your Virtual Leading Great Restaurants experience in advance. This handbook is an important resource where you will find all information to help you and your Coach prepare and plan for each session. In order to ensure you have the best learning experience possible, dedicate the time to complete your pre-class work and ensure you have the right environment and technology to enable you to be fully focused.

Even though these two weeks will be packed with many tools and resources, it is the conversations that will be your biggest resource. You will have a chance to speak and interact with other managers from across the US, and you will find you have a lot in common and can learn so much from each other. Share your thoughts and experiences and learn from theirs as much as you can. You will build strong partnerships with other leaders that will last far beyond the two weeks we all spend together.

No matter how long this journey has been for you, there is a reason you are attending this class now. And know that you are surrounded by people that are here to support you and are committed to your growth as a leader. Lean on us, let us know what you need and share your learnings with us!

The team and I are confident that you will find Hamburger University to be a place that nurtures and empowers you, where you can reflect and learn individually and as a community of strong leaders. The next two weeks will be intense, and they will go fast - so ensure you are prepared, take advantage of this opportunity and enjoy this important part of your leadership journey with Brand McDonald's!

Raynah D'Souza

National Learning Manager of Hamburger University

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# vLGR Program Overview

| Orientation: Welcome to Virtual LGR  |  |  |
|--|--|--|
| Monday<br>(2 hours 15mins with break)  |  |  |
| <ul style="list-style-type: none"> <li>Welcome from HU Dean and Staff</li> <li>vLGR Mingle and meet others from the class</li> </ul> | <ul style="list-style-type: none"> <li>Course Overview and Expectations</li> <li>Technology practice and set up for success</li> </ul> | <ul style="list-style-type: none"> <li>Prep for Week 1</li> <li>HU Swag Gear reminder</li> </ul> |

| Week 1: Guest Champion & Building Capability |   |  |   |
|--|---|--|---|
| AM<br>PM                                     | Tuesday<br>Best Self  | Wednesday<br>Building Teams<br>& Leader as Coach   | Thursday<br>Leader as Coach cont. &<br>Team Challenge   |
|  | <ul style="list-style-type: none"> <li>Guest Experiences: In and Out of the Box mindsets</li> <li>Realign "Me-Us-It" balance</li> <li>Learn our Triggers</li> </ul> | <ul style="list-style-type: none"> <li>Team Challenge intro</li> <li>Stages of Team Development</li> <li>Creating a Hospitality Change Plan</li> </ul>                                 | <ul style="list-style-type: none"> <li>Discover the 4 Faces of Coaching</li> <li>Dealing with difficult relationships</li> <li>Feedback – <a href="http://www.ebi">www.ebi</a></li> </ul> |
|  | <ul style="list-style-type: none"> <li>Discover Mindtraps and the use of ETC</li> <li>Understand the Big 5 and discover your strengths and opportunities</li> </ul> | <ul style="list-style-type: none"> <li>Understand the role of a coach, using listening and playback skills</li> <li>Practice the iGROW model</li> <li>Operator Conversation</li> </ul> | <ul style="list-style-type: none"> <li>Team Challenge - Behaviors</li> <li>Identifying behaviors &amp; mindsets to shift</li> <li>Networking event</li> </ul>                             |

| Week 2: Creating a Vision/Setting Direction, Food Pride & Graduation |  |   |  |
|--|--|---|--|
| AM<br>PM   | Tuesday<br>Decision Making<br>& Visioning  | Wednesday<br>Food Pride (3-hour class)<br>& Team Challenge  | Thursday<br>Team Presentations &<br>Graduation!  |
|  | <ul style="list-style-type: none"> <li>Understand the varying factors attributed to your Decision making</li> <li>Discover the link with Mindtraps</li> <li>Why we make decisions</li> </ul> | <ul style="list-style-type: none"> <li>Discover McDonald's history and journey to good</li> <li>Explore #1 priority of Food Safety</li> <li>Food Quality ingredients</li> </ul> | <ul style="list-style-type: none"> <li>Present Team's Hospitality Change plans and vote</li> <li>Recognize and reflect on your personal v LGR learnings</li> </ul> |
|  | <ul style="list-style-type: none"> <li>Understand the critical role of setting direction within a team</li> <li>Experience the Visioning process</li> </ul>                                  | <ul style="list-style-type: none"> <li>Team Challenge-Buy in</li> <li>Focus on creating buy in to your vision across all stakeholders in the restaurant</li> </ul>              | <p>We celebrate each of you!!</p>   |

# vLGR 2 Week Activities Program Overview



## 1 week prior

Prep for Program Experience

Coach Prep Resources on @med

## Week 1

Orientation

Guest Champion

Capability Builder

## Week 2

Vision & Direction

Food Champion & Grad

|       |    |   |  |
|-------|----|---|--|
| MON   | AM | Session 0: Leadership Welcome Orientation & Technology  | No sessions this Monday  |
|       | PM |   |  |
| TUE   | AM | Class 1: Managing Best Self<br>Learner Work   | Class 7: Decision-Making<br>Learner Work                       |
|       | PM | Class 2: Managing Best Self cont.<br>Learner Work   | Class 8: Visioning<br>HU Exp: RMHC/ Archways<br>Learner Work   |
| WED   | AM | Class 3: Building Effective Teams & Group Work<br>HU Exp: Team Scavenger Hunt<br>Learner Work | Class 9: Food Pride & History<br>Learner Work                  |
|       | PM | Class 4: Leader as Coach 1<br>HU Experience OO<br>Learner Work                                | Class 10: Group Work – Buy In<br>Learner / Teamwork            |
| THURS | AM | Class 5: Leader as Coach 2<br>Learner Work  | Class 11: Final Prep and Team Presentations & Self Reflections |
|       | PM | Class 6: Group Work<br>Networking Event<br>Learner Work                                       | Class 12: HU Experience Graduation                             |
|       |    | Reflect – Apply - Prep next week  | Coach Check-in   |
|       |    | Reflect – Apply - Post Class Action Plan  | Coach & OO Class Recap   |

### Class Sessions:

AM Session = 9:00am- 11:00am CST  
PM Session = 2:00pm – 4:00pm CST  
(Rooms open 30mins prior)

OR

AM Session = 11:00am- 1:00pm CST  
PM Session = 4:00pm – 6:00pm CST  
(Rooms open 30mins prior)

\*\* Unless noted in BLUE as a 3 Hour session

In class scheduled

Learner work

Manager/Coach

3 Hour Session

# Getting Ready for Class:

## Expectations:

### Virtual Learner Expectations

This class is designed for you to participate, share openly and safely with each other and the HU team. Plan and schedule your entire day for class and learner work activities. Come prepared and bring your authentic self to class each day. It is expected that you will be ready with your technology tools and logged on on-time (as early as 15 minutes before and no later than 10 minutes prior to class start time) for the session. In addition, test your equipment (microphone and screen) and complete all the pre-work to be ready for the next session.

### HU Team Expectations

The HU team (Facilitators and Producers) for your assigned class will be ready, focused and introduce the course content each session. The HU team will actively support all learners' voices to be heard and encourage learners to stretch themselves and their teams. Be ready to participate as your opinion counts, and we all want to hear it.

Facilitators will be available to support you after class if you have any questions or concerns during the week.

## Behavior Etiquette



You are a brand ambassador!

Always be respectful and courteous to other learners and facilitators during all your virtual sessions. Remember that you are representing the brand, your Owner/Operator, and your community - act professionally and respectfully and remember you are on camera and microphone too. Any behavior that does not meet the above established expectations will result in us notifying your Owner/Operator or Operations Manager. Take the time to get to know your fellow managers and enjoy yourself. Remember to network. This is a great opportunity to meet new peers.



## Dress Code

Please exercise good judgment, as you are a brand ambassador for McDonald's. You can find examples below of appropriate attire. Sleepwear and anything that could be perceived as immodest should be avoided. The expectation is that all learners dress in a way that is modest, clean and avoids any unnecessary distractions during the class.

**Tip:** Most times a clean McDonald's uniform can work best.



Business Casual or Clean ironed  
uniform shift

## Attendance Requirements

We want you to have a great Virtual Leading Great Restaurants experience that you will always remember, and we want you to be present and active in every session.

To gain credit for attending Virtual LGR, we require that you attend all required classroom sessions over the 2 weeks.

If you miss **more than one (1) session** during the 2 weeks, you will have to drop out of this class. You will need to re-enroll for another vLGR at another time.



## Temporary Guidance due to current closure of the in-person version of Leading Great Restaurants in Chicago

If you are not able to meet the requirements of the virtual version of Leading Great Restaurants, we would normally have you participate in the in-person version of Leading Great Restaurants in order to receive your HU credit.

In order to protect the health and safety of our Leading Great Restaurants students and staff, we are not currently offering the in-person version of Leading Great Restaurants class. We will continue to monitor the situation and align with company travel, meeting and building guidance to determine when we can resume in-person Leading Great Restaurant classes. We will communicate when the in-person Leading Great Restaurant classes are once again available.

We understand that you are also working on ensuring you meet the People National Franchising Standard (NFS) criteria in the area of having each restaurant managed by a Hamburger University class graduate.

Please contact your Field Vice President or Field Operations Officer to discuss your current situation regarding the requirements of the virtual version of this class and your need to have your leader attend the in-person version when it is safe to do so. They will partner with you to note your plans to meet the requirement of having each of your restaurants managed by a Hamburger University graduate.

### Pre-Work:

Pre-work is critical for an excellent Virtual LGR course experience. The **Learner Journal** will have **all details** for what needs to be completed and prepared prior to each session. Below is the pre-work outline for the class to help you and your coach be ready.

Complete the following required items prior to each session:

Week 1: **Orientation** (these items are to be reviewed prior to this session)

- Review & Read vLGR Handbook thoroughly
- Complete, Sign and Return Learner Expectations with Coach and Operator
- Schedule Class Times, Coach Time and the Learner Preparation activities time

## Pre-Work continued:

### Week 1: Session 1 **Restaurant Leader as a Customer Champion:**

- Guest Experience Challenges (select 1 or 2 to complete)
- Have Learner Journal printed and ready

### Week 1: Session 2 **Restaurant Leader as a Customer Champion:**

- Complete Mindtraps Questionnaire
- Complete Team Performance eLearning in FRED (click on the link)  
[Team Development & Your Role: Team Performance Diamond on Fred](#)

### Week 1: Session 3 **Restaurant Leader as a Customer Champion:**

- Complete Restaurant Diagnostics Profile

### Week 1: Session 4 **Restaurant Leader as a Capability Builder:**

- Complete the GROW eLearning in FRED (click on the link) [GROW Model](#)
- Complete Restaurant Diagnostics Profile
- Identify a Dept. Manager(s) for I-Grow Coaching Session for a 30-minute meeting for Thursday (Week 1) to happen between 11:00am- 1:30pmCST.

### Week 1: Session 5 **Restaurant Leader as a Capability Builder:**

- Complete 4 Faces Coaching Survey

### Week 1: Session 6 **Restaurant Leader as a Capability Builder:**

- Conduct I-GROW session
- Reflect on you and your team's behaviours towards Hospitality

### Week 2: Session 7 **Restaurant Leader Setting the Vision & Direction:**

- Coach - Food Love ingredients assessment set up & learner complete
- What is a decision that has impacted who or where you are today?
- Practice using, I-GROW with another manager
- Visit [www.McDonalds.com](http://www.McDonalds.com) & [Corporate McDonald's site](#) and answer 3 questions

### Week 2: Session 8 **Restaurant Leader Setting the Vision & Direction:**

- Identify your Organization's vision or mission statement

### Week 2: Session 9 **Food Pride & Passion**

- Read 3 Food Safety Case studies and respond to the questions
- Review [Food Safety Collection in Fred](#)

### Week 2: Session 10 **Team Challenge Presentations**

- Complete the Digital- Our Vision and Ambition eLearning on FRED (click on link)  
[Digital- Our Vision and Ambition](#)
- Bring your best ideas and be ready to be creative

## **Learner and Coach Roles:** Pre, during and post class

The Virtual LGR experience requires you, your Coach and the HU team to be supportive & ready for each other. Here is a reminder of the expected roles that can help:

### **Learner**

#### **Pre-Class:**

- Review and sign Learner Expectations document with Coach
- Review Virtual LGR Handbook with coach
- Set up and confirm your dedicated class & technology space
- Review and plan scheduled class times and other class activities
- Print, review and prepare your Learner Journal
- Complete all pre-work and practice basic WebEx technology navigation as needed
- Come prepared to join in the conversation!

#### **During Class week:**

- Be ready with Learning Journal, pen and drink for the session 15-20 minutes prior to the start time with your camera on and audio and microphone checked
- Look to try something new- stretch yourself and engage with your colleagues!

#### **Post Class:**

- Meet with Coach daily or at a minimum, weekly as recommended
- Share learnings with Coach and Operator and share with your team/s as appropriate
- Complete Action planning and personal commitments

### **Coach / Operator Best Bets:**

- Review and ensure Learner Expectation minimums are in place prior to class
- Meet with learner, schedule class times and all 2 week's events in and out of class
- Review Coach Role and activities to enable best support of learner  
(i.e., (Week 1) Completing the Big 5 Survey & (Week 2) Food Love prep for learner)
- Learner has access to Restaurant Leader Curriculum on FRED  
(Check Eid & password)
- Schedule coaching time out for best learner experience each week
- Reach out to the HU team if any questions:
  - Email us at: [HUregistration@us.mcd.com](mailto:HUregistration@us.mcd.com)

# Leading Great Restaurants Class Requirements and Expectations

We are excited that your organization is joining us for this important investment in your leader's growth and development! We believe each leader's restaurant and the business will be better served because of their participation in Leading Great Restaurants Class!

This document outlines the key requirements your organization must maintain and follow in order to receive credit for attending Leading Great Restaurants Class (HU credit). It also outlines the expected support from your Owner Operator and Coach and the Hamburger University team's commitments to enabling each student's development.

## Part 1: Student and Operator Requirements for Leading Great Restaurants' Credit

The following requirements must be met during the Leading Great Restaurants class to receive Hamburger University (HU) credit:

- ☐ **Attend all sessions.** In case of emergencies or unexpected situations, the student can miss **one (1) session or half a day**. The Owner Operator will be notified immediately of the missed session. Any absences beyond that would result in the student's removal from the current class and HU credit would not be received. The Hamburger University team will notify the Owner Operator of the student's removal immediately following the second absence. The student would need to enroll for a future class. If the student is removed from the class for missing more than one session, the experience fees paid will not be refunded.
- ☐ **Be present and eliminate distractions during all classes.** The student will need to be on camera (if virtual) and present during all sessions. The Owner Operator will need to determine an environment that is free of distractions, quiet and where conversations can be private and the student is comfortable to speak freely. This should be a safe place where the student can be focused and participate without interruptions in all components of each class and activity. The student cannot attend Leading Great Restaurants class from a restaurant as the dining room, play place and managers office do not provide such an environment. Please note that when the student takes classes outside of the restaurant, the student must report all of their time spent on training to their Owner Operator. If a student is not present, on camera and/or is distracted, the student and Owner Operator will receive one warning. On the second occurrence, the student would be removed from the current class and HU credit would not be received. The Hamburger University team will notify the Owner Operator of the student's removal immediately following the second occurrence.

The student would need to enroll for a future class. If the student is removed from the class due to the environment or distractions, the experience fee will not be refunded. If the student is attending at Hamburger University in Chicago, the student is expected to be focused in the class without distractions.

**NOTE:** *If the Owner Operator is not able to secure an environment that meets the criteria above, their student should not participate in a virtual version of Leading Great Restaurants. Instead we would recommend that the Owner Operator plan for their student to attend the in-person version of Leading Great Restaurants. Since the in-person version of Leading Great Restaurants is not currently available, please see page five regarding guidance due to unavailability of Hamburger University in-person class.*

- ☐ **Meet minimum Technology requirements.** For virtual courses, the Owner Operator will need to ensure all technology is working and that the student has a strong internet connection. If you are participating in the virtual version of Leading Great Restaurants class, the student will need to have a device (e.g. laptop, tablet) with a working integrated camera, microphone/headsets and appropriate bandwidth that will enable the student to be on camera during the entire class. There are multiple tech kits available for purchase to support this experience please refer to the LGR Handbook. When attending the in-person version in Chicago, Hamburger University will provide required technology and the environment.

**NOTE:** *If the Owner Operator is not able to provide the required technology, their student should not participate in a virtual version of Leading Great Restaurants class. Instead we would recommend that the Owner Operator plan for their student to attend the in-person version of Leading Great Restaurants class. Since the in-person version of Leading Great Restaurants is not currently available, please see page five regarding guidance due to unavailability of Hamburger University in-person class.*

- ☐ **Be prepared.** The expectation is that the student completes all pre-work, homework and group work on time. We recommend being present in class at least 10 minutes prior to the session to be prepared and ready for the scheduled start time.
- ☐ **Maintain confidentiality.** Personal and private experiences might be shared during discussions and should not be shared outside of class. Privacy must be maintained. Each student must be supportive and honor the personal emotional safety and confidentiality of their LGR peers. This includes all sessions whether in the main classroom, breakout rooms and even when meeting with individuals from class on a one-on-one basis including the class content, which is propriety information. **Recording of any type during sessions is prohibited.**

In order for each student to have the best learning experience possible and to maximize this investment in the student's development and restaurant, we strongly encourage the following dedication and support:

- ☐ **Prioritize the student's development.** Owner Operators should partner with their student to make sure the student's schedule accounts for the LGR classroom schedule and outside of class activities so that the student can be fully engaged in all of the activities and experiences. The Owner Operator should ensure the student also has time before and after class time to prepare and be ready. The Owner Operator will ensure the student is not scheduled during their vacation time.
- ☐ **Stay informed.** The Owner Operator should review all the resources available on @mcd and CAMPUS about LGR including the Handbook, Coach's guide, Pre-work and Schedules. The Owner Operator should attend the Coach's Orientation (only applies when your student is participating in the virtual version of Leading Great Restaurants).
- ☐ **Be available to support the student.** The Owner Operator should be available to answer questions, share advice and discuss insights as the student prepares for and attends the class, reflects on their learnings and applies what they have learned to the restaurant. We strongly encourage the Owner Operator/coach to commit to weekly check-in and any additional support the student requires to be ready for class.
- ☐ **Reflect on the student's growth and experience.** The Owner Operator and coach should schedule time after the class to discuss what the student learned and to hear about the student's Action Plan.

**As part of the Leading Great Restaurants registration process, your Organization (the Owner Operator, Coach and student) will need to acknowledge that you have reviewed these requirements and agree that if any of the above requirements are not met the student will be asked to leave the class. They will not receive HU credit and the experience fee will not be refunded.**

## Part 2: Our Commitment to You

We, **the Hamburger University team**, are honored to have you in our class. We are here to support you as you build skills to improve your leadership and lead your restaurants in the best way possible. We will create a great learning experience and encourage you to make the most of this opportunity.

We commit to each student that we will:

- ☐ **Enable you to elevate your leadership.** We will share many concepts and facilitate activities that will broaden your mindset and expand your capabilities.
- ☐ **Hold classes during their scheduled times.** Each session during the class will begin and end on time.
- ☐ **Foster a safe space to share.** There will be many open discussions during our classroom sessions and sharing your experiences and learning from others is part of what will make your experience so powerful. We will also be available in case you need a private conversation for reflection and questions after each class.
- ☐ **Incorporate your feedback.** We will seek your feedback to measure the class' effectiveness and use your insights to continuously improve the Leading Great Restaurant learning experience.
- ☐ **Maintain confidentiality.** We will support and honor the personal and emotional safety of all learners and keep private conversations and reflections protected.
- ☐ **Exhibit professional behavior at all times.** All Hamburger University facilitators represent McDonald's in all sessions and will show respect during conversations and discussions.

We look forward to seeing your personal and professional growth during and after this class.



# Learner Environment & Technology Needs



## Learner Environment

Your experience throughout the class sessions and the experience and perspective you bring to others in the class is very important – so we want you to have the best space.

- The best space is a quiet, uninterrupted and noise free comfortable area.
- Options may include home, Organizational Training Center or a Library (e.g. private room/study in a quiet space where you can contribute).
- The restaurant lobby or crew room is neither optimal nor adequate for this class per the Expectations document. Please see your Coach with any questions.

## Learning Space:

- Your learning station should include a table for your laptop with a comfortable full back chair. Ensure that the laptop camera can see your face fully and not at an angle (see next page).
- Sit the laptop on a desk. Avoid placing it on your lap as this can cause awkward camera views, unnecessary movement and it is not optimal for learning.
- Ensure you are comfortable and have all that you need handy to be at your best such as:
  - Drinks
  - Phone (on silent/vibrate or Do Not Disturb mode)
  - Printed Learning Journal
  - Pen, pencils or markers for your notes.
- Check that you have a clear, simple even plain background for your camera view with **good lighting**. This will help keep the camera focused on you.



**Tip:** Test your camera view and sound check well before class starts. You are all good if you fill approximately 30% of the screen and a view of your head and shoulders is ideal. Test your microphone and speakers too. Headphones with a microphone are best.



### Technology Learner Needs:

The technology you will use for this class will play a key role in supporting your Virtual Leading Great Restaurants Class experience. The Managed Tablet Program is available with *optional* bundles with a ready device and optional accessories. To learn more, click [here](#).

Please review the guidelines below along with ensuring your Expectations document is complete to ensure you are ready to go!

### Hardware:

Be sure to secure and practice with these hardware tools and equipment PRIOR to class.

- **REQUIRED:** Desktop, laptop, or Apple iPad with an integrated, high definition web camera. Some Tablets and Chromebooks **are not** preferred for class work. When selecting which devices to use, here are the recommended specifications:
  - WIFI capable
  - 8-10-inch screen for optimal viewing
  - 4 – 8 GB Memory (minimum 4GB)
  - 32 GB Storage (minimum 16 GB)
- Headphones with a microphone or useable speakers on your PC with working microphone. Here are some recommended headphones:
  - [Plantronics Voyager Focus UC Bluetooth USB B825 202652-01 Headset with Active Noise Cancelling](#)
  - [Plantronics Voyager Focus UC Stereo Bluetooth Headset With Active Noise Canceling \(ANC\)](#)
  - [Plantronics Blackwire C225](#) – Not approved by IT
- Working computer mouse (wireless or wired) and printer (as needed).
- A web browser (Internet Explorer 10, Microsoft Edge, Google Chrome (38))

- A reliable & consistent internet connection; **high-speed broadband or microfiber** preferred.
- Box/books or laptop stand to lift laptop if better camera angle is required.

### **Tips:**

To maximize your use and experience with the hardware and equipment, be sure that you **practice** and know the following:

- Where your microphone is on your laptop to ensure you are seated close enough for the microphone to clearly pick up your voice.
- Where your mute button and camera on/off buttons are in case you need to access quickly if you have any disruptions.
- The version of the hardware that you are using.
- Ensure background pictures are appropriate as screens will share between breakouts
- Current eID and Password to access FRED and CAMPUS

### **WebEx Meetings Classroom:**

WebEx Meetings is the platform we will be using for all classes and events. As the WebEx Meetings document shows, there are lots of features in the tool to keep you engaged during class, ensure you have your say and even work in a breakout group with your team – all from your dedicated space.

You can access WebEx Meetings from a laptop or desktop computer, tablet or phone. Some WebEx Meetings features **will not** function on a phone or some tablets. The preferred and recommended method is a computer, iPad or Managed Tablet.

Test your access to a video meeting on your device using the link below:

<https://www.webex.com/test-meeting.html>

We ask that you be patient with yourselves and us as we all learn and grow together. Don't worry about being perfect with the technology. We will practice and build our confidence together – and with your coaches support too- we will all ensure we have a great Virtual LGR experience together.

- Having issues with WebEx please use [Troubleshooting WebEx Guide](#).
- If using a MAC there is a required plug in, so review the steps [here](#).

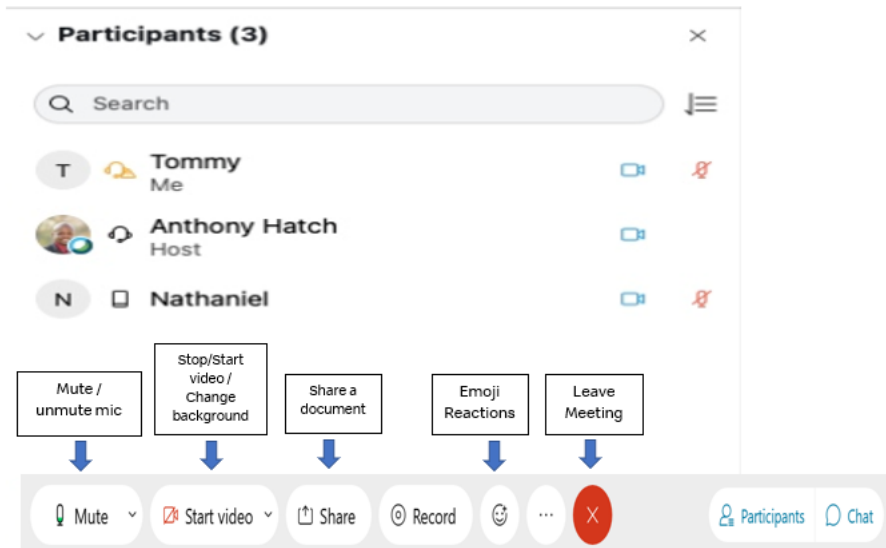
### **As you join the WebEx Meetings session:**

First, when logging in, use your first and last name.

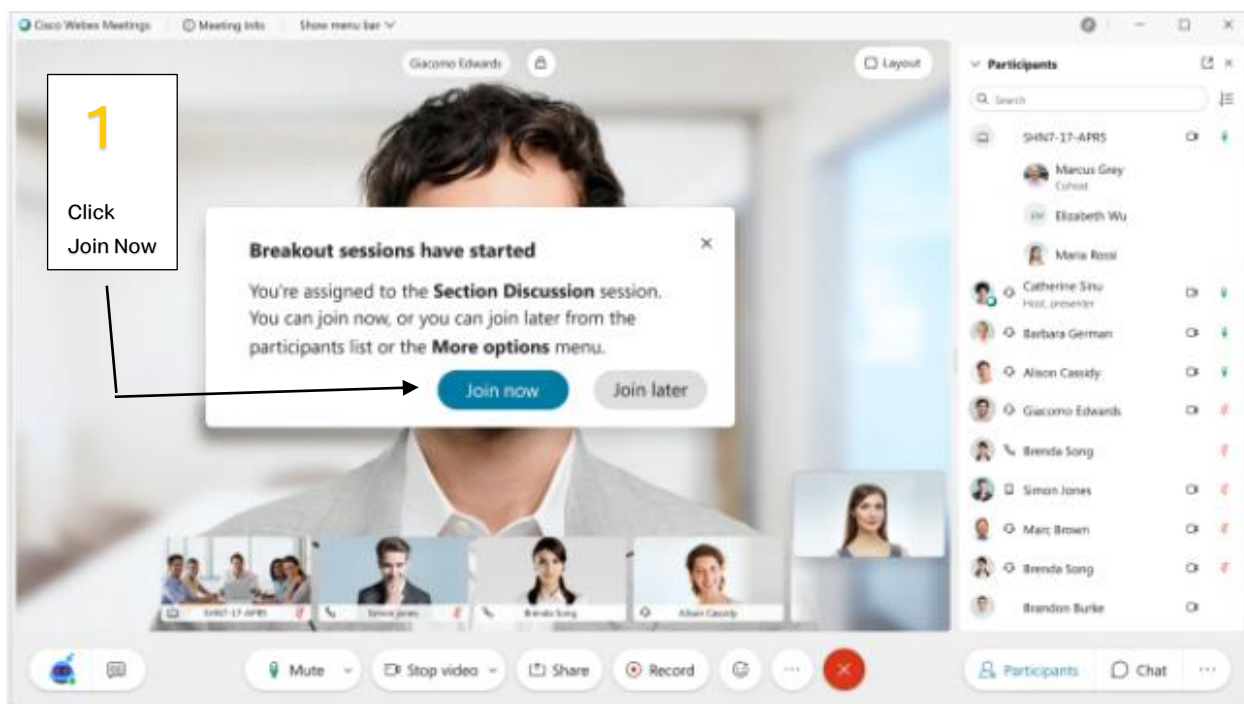
Make sure your camera is turned on. You can turn your camera on and off using the camera icon on your task bar. You will be automatically muted, and you will be requested to unmute when you need to speak.

Underneath the Participants list you will see options to Chat to all attendees.

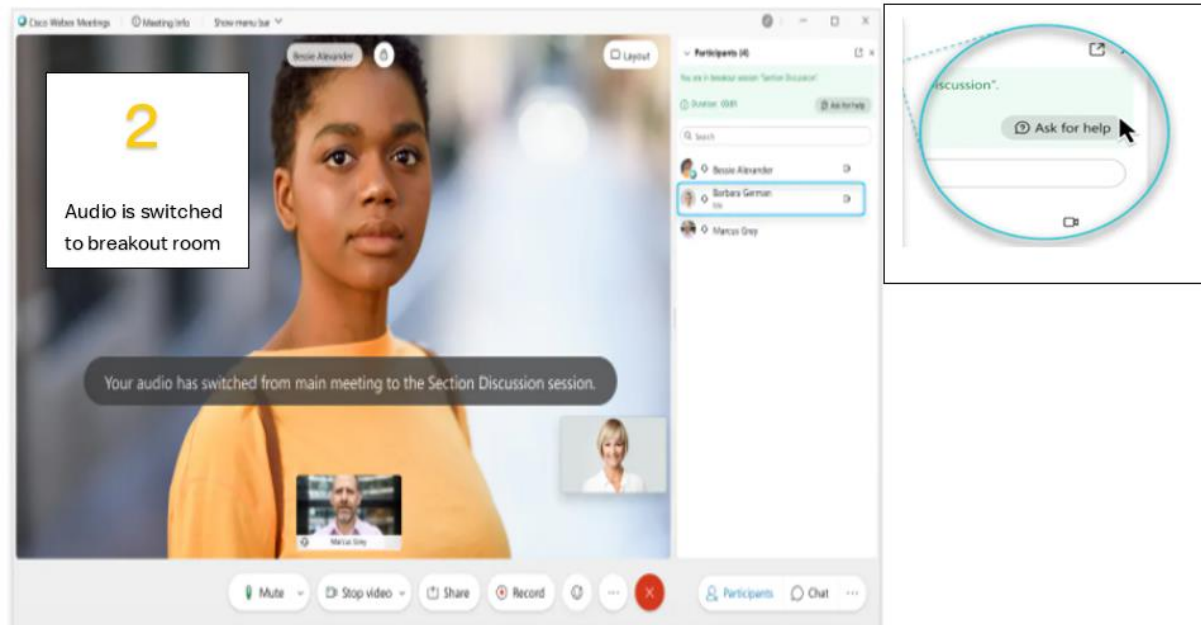
- First time joining WebEx Meetings or want more information, click [here](#).



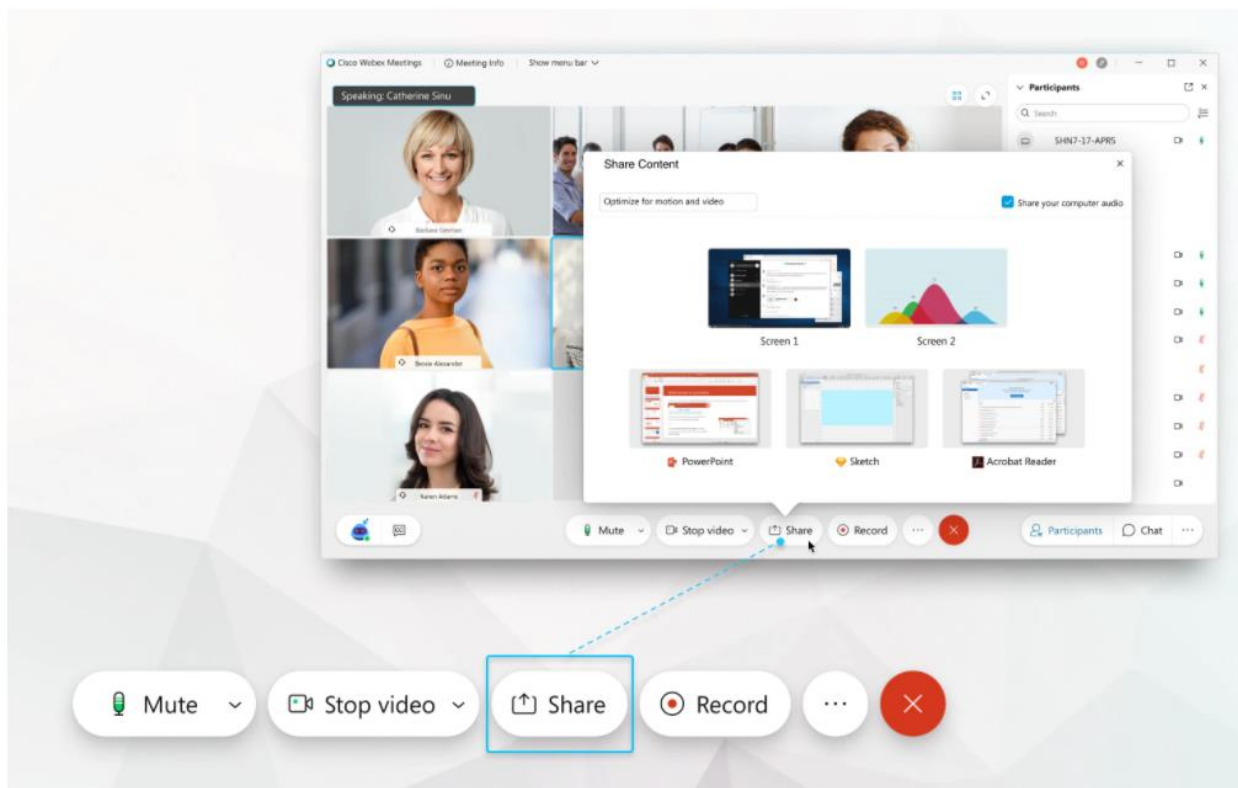
**During WebEx Meetings sessions you will also attend team breakouts.**



[Click here to learn more about breakouts.](#)



Once in the breakout, you will see the elapsed time for the session and can ask for help if needed. You can start or stop your video and mute or unmute your audio at any time. You may also [share content](#).



## CAMPUS Groups:

CAMPUS Groups is a collaboration portal and resource you will access through CAMPUS, McDonald's learning management system (LMS), to complement your learning experience in the virtual classroom.

You can access CAMPUS from a computer or tablet. Computer is the preferred and recommended method.

### Important Notes:

Please check that you have access to CAMPUS and FRED and that your passwords /eID are up to date and active.

Please be aware that you should always log off from Campus or Fred after each use. This is especially important if you share devices with others. To protect your information and activity during a session, the session times out (logs off) after 8 hours of inactivity. To check your eID information, please check e-Restaurants.

In CAMPUS Groups, you can access the Learning Journal needed for class and view reminder messages from the HU team to the class as well as videos for extended learnings. You can also connect with each other and the Facilitators. As a learner in this class, only you, your peers and Facilitators will have access to the Groups page from their CAMPUS login; **Coaches will not.**

## Tech Support and your Coach

Any questions you have or concerns with using the technology for the class, please reach out to your coach as your first point of contact for any support or extra training.

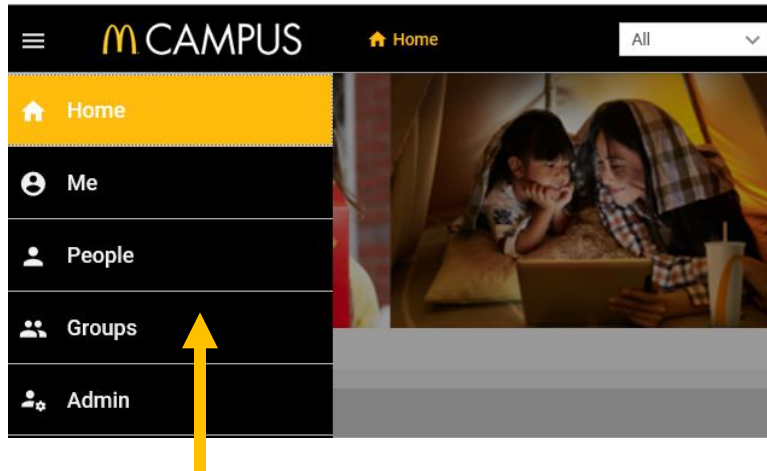
Your OTP may be able to assist as well. **Basic technology navigation of these tools will be key for your learning success.** Remember, practice makes perfect. We are all available to support you!

Don't forget we will all practice further during the Orientation session to get familiar with the platform and have some fun learning with it together.

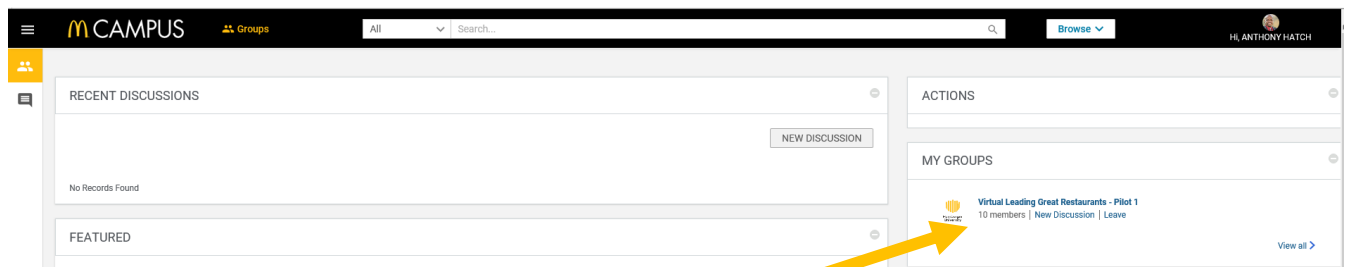
## Accessing CAMPUS Groups

Below are the steps to access CAMPUS using a desktop.

- Click [here](#) and at the Welcome Screen, enter your Login with EID and Password.
- Click the stacked line icon on the top left of screen.



- 1 From the CAMPUS home page click **Groups**. The My Groups homepage will appear and show you the groups to the right of the page.



- 2 Click **Virtual Leading Great Restaurants** under My Groups.



## Navigating Groups

After you have opened the Groups screen for Virtual Leading Great Restaurants, spend some time familiarizing yourself with the basic navigation and buttons on the page.

3



Click here to access your registration and attend you sessions **A**  
Class: 0000020838

### ACTIVITY SUMMARY

**C** **D** **E** **F** **G**

**B** **ACTIVITY STREAM** RESOURCES VIDEOS DISCUSSIONS LEARNING MEMBERS

**B** **START CONVERSATION** **Contribute**

What's on your mind?

**A** – WebEx Link to access your virtual class sessions for the course

**B** – Activity Stream:

- **Start conversation:** Communicate with your Facilitator and peers online.
- **Contribute:** Add a file or link to the conversation

**C**- Resources: Find support tools and Learner Journal documents for week 1 – 4.

**D**- Videos: Course videos

**E**- Discussion: Participate in a group discussion

**F**- Learning: Access e-learning courses for your group

**G**- Members: View all members of the group

## Announcements

The screenshot shows the 'Announcements' section of a virtual group. At the top, it displays the group name 'Virtual Leading Great Restaurants - Pilot 1', its status as a 'Hidden Group', and the owner 'MICHELLE RUEHLE'. Below this is an 'ACTIVITY SUMMARY' section with tabs for 'ACTIVITY STREAM', 'RESOURCES', 'VIDEOS', 'DISCUSSIONS', and 'MEMBERS'. The 'ACTIVITY STREAM' tab is active, showing a 'START CONVERSATION' button and a 'Contribute' button. Below this is a text input field labeled 'What's on your mind?'. To the right of the activity stream is a 'GROUP DETAIL INFORMATION' sidebar. This sidebar contains a 'SEARCH IN GROUP' search bar, a 'LEAVE' button, and links for 'SUBSCRIBE TO GROUP DIGEST', 'MANAGE NOTIFICATIONS', and 'SHARE'. Below these links are fields for 'Tags' and 'Folders'. At the bottom of the sidebar is an 'ANNOUNCEMENTS' section.

- 4 Course announcements will show to the right of the page.

## Group Detail Information

The screenshot shows the 'Group Detail Information' section of a virtual group. It features the same group header as the previous screenshot. Below the header is an 'ACTIVITY SUMMARY' section with tabs for 'ACTIVITY STREAM', 'RESOURCES', 'VIDEOS', 'DISCUSSIONS', and 'MEMBERS'. The 'ACTIVITY STREAM' tab is active, showing a 'START CONVERSATION' button and a 'Contribute' button. Below this is a text input field labeled 'What's on your mind?'. To the right of the activity stream is a 'GROUP DETAIL INFORMATION' sidebar. This sidebar contains a 'SEARCH IN GROUP' search bar, a 'LEAVE' button, and links for 'SUBSCRIBE TO GROUP DIGEST', 'MANAGE NOTIFICATIONS', and 'SHARE'. Below these links are fields for 'Tags' and 'Folders'. At the bottom of the sidebar is an 'ANNOUNCEMENTS' section.

- 5 Click **Subscribe to Group Digest** by clicking on its link under Group Detail Information. This will allow you to receive all communications from the course.

## Profile Picture

The screenshot displays the mCAMPUS user interface. At the top, the 'Me' button shows a placeholder for a profile picture. The main content area is titled 'Madeleine Strange' and includes a 'Last updated by Madeleine Strange On 18-APR-2020' timestamp. The profile is divided into sections: 'BASIC INFORMATION' (First Name: Madeleine, Middle Name: -, Last Name: Strange), 'CURRENT JOB' (Company: United States\_00001003, Organization: 2017 CORP PLAN 2\*TRAINING, Job: Corporate Staff, Manager: ROBERT LAUBER), and 'DIRECT REPORTS'. A sidebar on the left contains navigation links like Plan, Activity, Profile, Completed Learning, Order History, I'm Following, Following me, Groups, Meetings, Files, and Links. A right sidebar shows a 'Message Center' with 1 notification and links to Account Preferences, Proxy Settings, Meetings, Calendar, Help, and Sign out.

6 Your profile should have your photo.

- To add your photo, click your name at the top right of the screen.
- Click on the circle where it is just a blank head and it will say upload photo – upload a photo of you not your pet or anything else.
- Click **Account Preferences** and the menu on the left displays.
- Under Profile, verify the email you have on file in CAMPUS. It is under the Business Contact section. To receive emails, you must have a McD email.
- CAMPUS does not accept personal emails from GAM (e-Restaurant).
- **Message Center:** Under your picture. If you do not have an email, any communication sent from CAMPUS by the facilitator or a participant will go there.

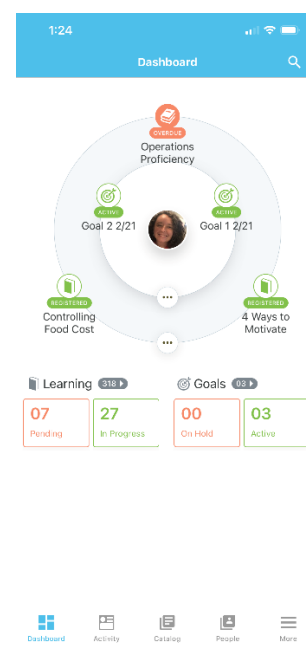
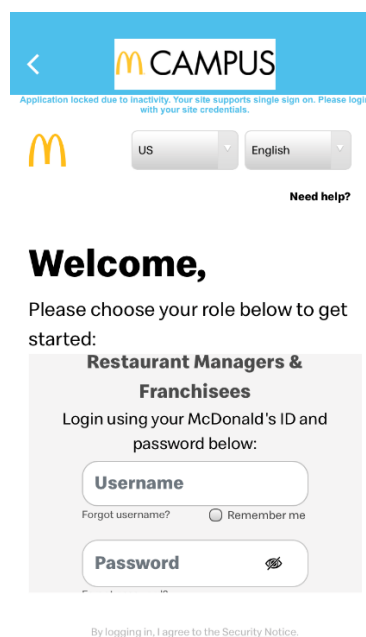
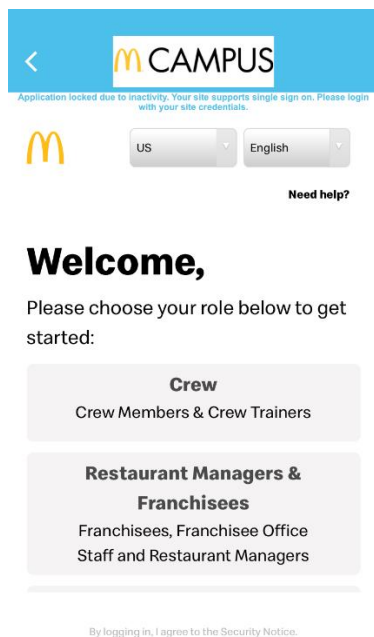
## Saba Cloud App

Below are the instructions to access the **Saba Cloud** app from the Google or Apple App Store. The app can serve a great tool to check messages and activity stream and videos, but you cannot access the Learning Journal here.

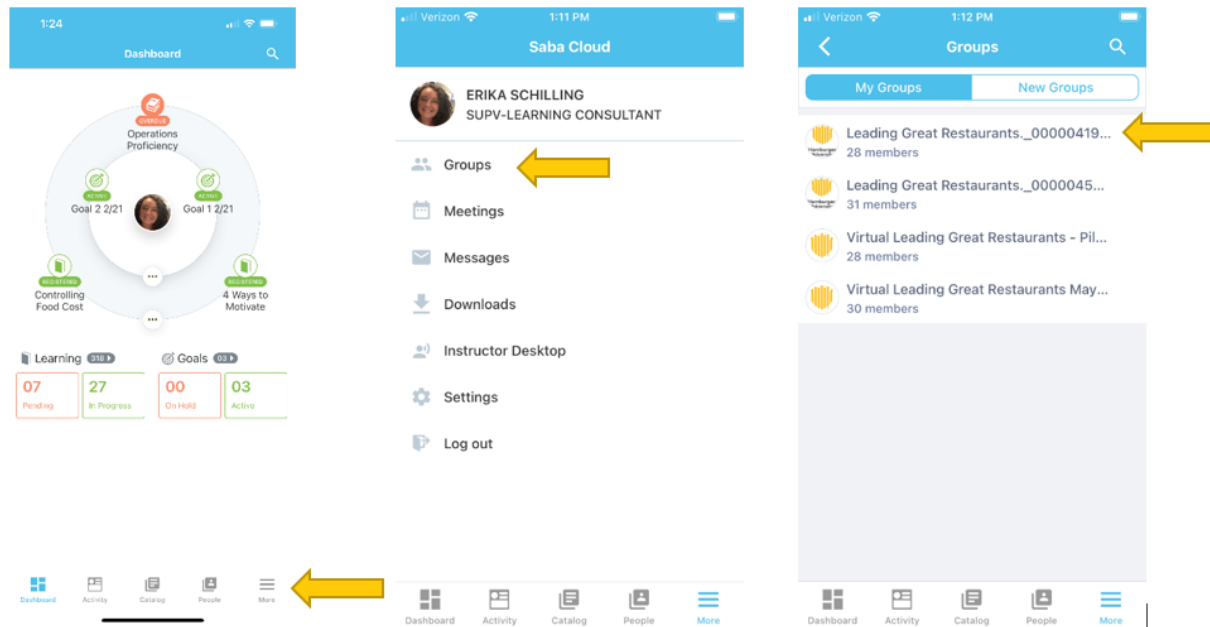
- 1 From the Google or the Apple store, search for the **Saba Cloud** app to download it to your device. Open the app upon downloading and type **mcdcampus** in the Site Name.



- 2 Enter your network credentials (EID) Username and Password and dashboard will appear.



- 3 At the bottom right click on the stacked line graphic that says **More**. On the next screen, click **Groups**. You will then see your link to **Leading Great Restaurants** Group.



# Engagement

We know that just like in the restaurants, we learn better when we can make it fun and engaging. So we have some really cool events planned during the week and some will just have to be a surprise!

## Networking:

The networking events are planned twice during our 2 weeks. Once during orientation week and at the end of week 1. Both events are scheduled during planned class times. We will reconnect using an assigned link called **Let's Roam**, and we can see each other and have some fun with games – stress free, relax and get to know the bigger team. You will have worked hard, so we want to have some fun time to just connect.

## Weekly Activites:

- Virtual Team Scavenger Hunt Challenge
- Leadership Operator conversation
- Archways to Opportunity & RMHC Presentation
- Special Guest/s may drop by...be on the look out!
- Informal virtual networking sessions

## Graduation Ceremony

What an accomplishment – being a HU Graduate! You will have worked hard to earn your Virtual Leading Great Restaurants Graduation Diploma and pin - and we want you to enjoy it.

Our last session, Thursday of Week 2, you enter into your Virtual HU Graduation Ceremony. We know this is important to you, your family, friends, Operator and restaurant teams, so ALL are invited. The team award winners will be announced at the ceremony, so it'll be a great time for all to celebrate with you.

More details will be shared for graduation as we get closer to week 2. Stay tuned

Questions or assistance? Email us at: [HUregistration@us.mcd.com](mailto:HUregistration@us.mcd.com)

Please look for a response within 24 hours Monday - Friday

Questions sent over the weekend will be answered on Monday

We really look forward to hosting you!

