

Fostering Authentic Process Understanding Through Role-Play and Reflection: Beyond AI Generation



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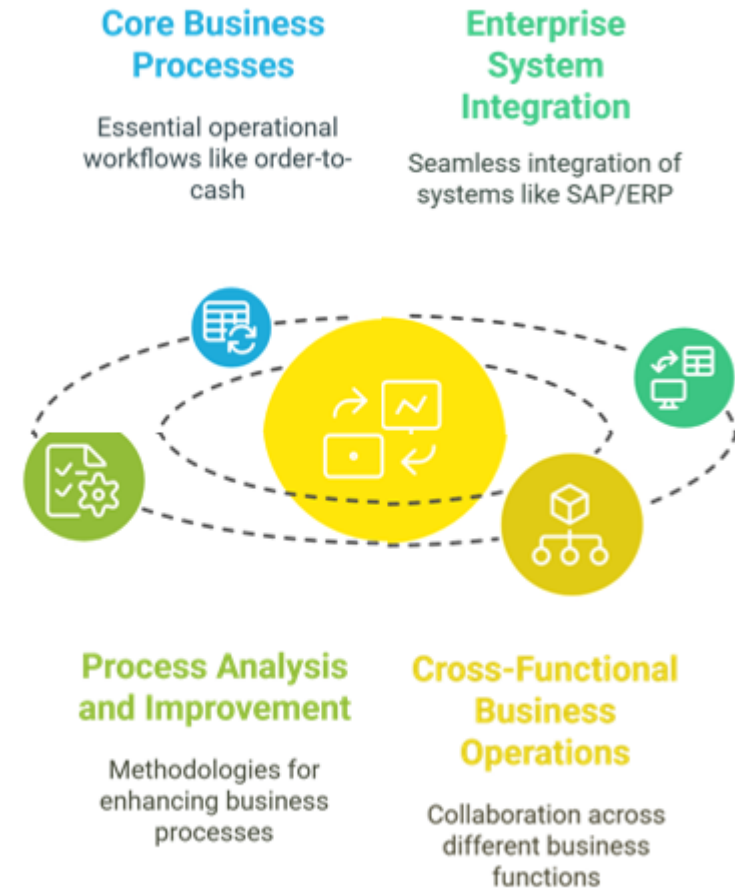
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Course Context: Enterprise Systems

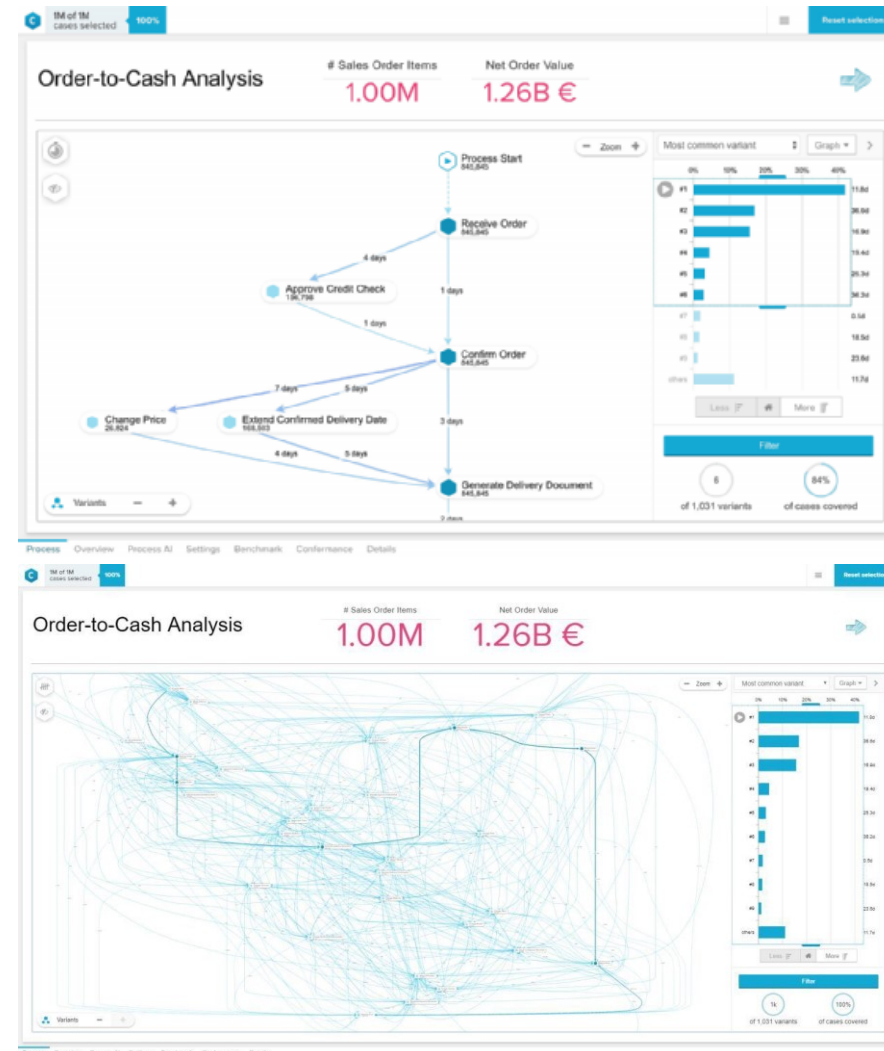
- Focus on Business Process Management with Information Systems
- Business Students, from different disciplines, in their second year



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Teaching Challenges – Process are complex

- Flowcharts assume perfect coordination
 - organizations have silos, politics, and competing priorities
- Diagrams show individual steps
 - reality involves complex stakeholder negotiations and trade-offs
- Static visualizations miss organizational culture, power dynamics, and informal relationships
- Students need to understand processes within messy organizational systems, not just technical sequences



How we think
it is

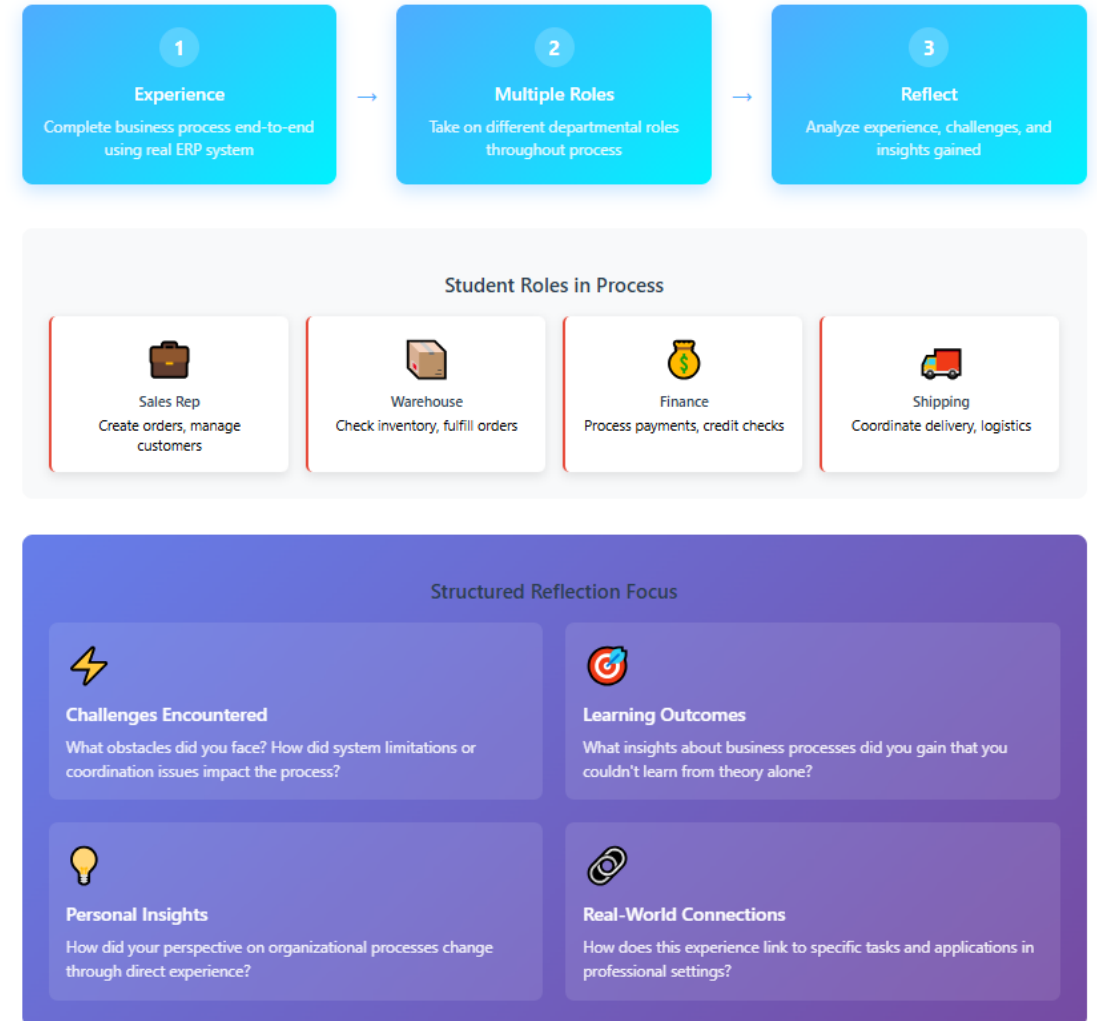
The reality

The AI Challenge?

- Students can use GenAI to draw process flows and get explanations
- AI can now generate perfect process documentation
- What's the value of teaching processes when GenAI can document them?
- Technical knowledge \neq authentic understanding

The Task – CS3246 Enterprise Systems - L5

- Students must reflect on their experience of completing business processes using a software
- Focus on challenges, learning outcomes, and personal insights - not just technical steps
- Link experience to specific tasks and real-world application
- Provide thoughtful analysis of practical experience with ERP concepts



Building Experience: The Role-Play Foundation

- Experience first, reflect second: Students participate in cross-departmental process simulation
- Multiple perspectives: Each student experiences different organizational roles and challenges
- Guided reflection: Structured questions help students process their experience into insights
- Builds assessment readiness: Creates authentic experiences worth analyzing in summative work

RPG Formative Reflection Activity

Phase 1: Role-Play Game in Groups

Business Process Simulation



End-to-end process execution with realistic constraints and information silos



Sales

Customer orders & requirements



Warehouse

Inventory & fulfillment



Finance

Credit checks & billing



Shipping

Logistics & delivery



Cross-Departmental Coordination Required

Each student has specific documents and constraints. Success requires effective communication and collaboration across departments - just like real organizations!

Phase 2: Structured Reflection Process

1

Individual Writing

Reflect on challenges, knowledge gaps, and assistance needed during the task

2

Personal Feedback

Individual coaching to deepen reflection quality and connect to learning objectives

3

Class Discussion

Anonymized submissions foster safe sharing and collective pattern recognition



Result: Students Ready for Meaningful Summative Assessment

Authentic experiences to analyze • Personal challenges to discuss • Real insights to articulate • Theory-practice connections to explore

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Assessment Evolution

From Content Generation to Experience Reflection

AI-Vulnerable Assessment

- Create process documentation
- Write generic procedures
- Reproduce theoretical knowledge
- Generate "correct" answers

AI-Resistant Learning

- Reflect on lived experience
- Analyze personal challenges
- Connect theory to practice
- Generate authentic insights

What experiences in your discipline can only be reflected upon, never generated?

How Reflection Reduces Reliance on GenAI Tools

- **Encourages Personal Engagement:** Reflective tasks require students to connect experiences to their writing, fostering originality and personal insight.
- **Focuses on Process, Not Just Output:** By analyzing specific writing challenges and strategies, students learn to value the effort behind their work rather than outsourcing it.
- **Builds Critical Thinking Skills:** Reflection pushes students to evaluate their own learning and decisions, reducing dependence on automated solutions.
- **Practical Example:** A student reflecting on how they improved their work is less likely to rely solely on AI-generated content because they understand the revision process.

ChatGPT generated

Humanities Processes Perfect for Role-Play + Reflection



Editorial Board Decisions

Multiple valid interpretations: Should we publish this controversial work? Literary merit vs. social impact - no single "correct" answer



Ethics Committee Deliberations

Value-laden decisions: Medical ethics case with competing worldviews - patient autonomy vs. family wishes vs. medical judgment



Historical Truth Commissions

Contextual understanding: Investigating contested events within historical, cultural, and political contexts - multiple narratives to navigate



Diplomatic Negotiations

Critical thinking beyond logic: Cross-cultural communication requiring interpretation, empathy, and nuanced judgment under pressure



Complex Multi-Stakeholder Processes Students Can Experience, Not Just Study

The End?

This approach isn't limited to business processes. Any discipline where students need to understand complex systems, human interactions, or real-world implementation challenges can benefit from experiential learning followed by structured reflection.

1. What complex processes in your discipline involve multiple stakeholders?
2. Where do your students struggle to connect theory to practice?
3. What experiences in your field can only be reflected upon, never generated?

Q \Rightarrow A

Thank you for your attention.

I hope that my presentation has been insightful and clear