



CAREER CLUSTER
Business Management and Administration

INSTRUCTIONAL AREA
Emotional Intelligence

BUSINESS LAW AND ETHICS TEAM DECISION MAKING EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the General Performance Indicators, Specific Performance Indicators and Case Study Situation. You will have up to 30 minutes to review this information and prepare your presentation. You may make notes to use during your presentation.
- You will give an ID label to your adult assistant during the preparation time.
- You will have up to 10 minutes to make your presentation to the judge (you may have more than one judge), followed by up to 5 minutes to answer the judge's questions. All members of the team must participate in the presentation, as well as answer the questions.
- Turn in all of your notes and event materials when you have completed the event.

GENERAL PERFORMANCE INDICATORS

- Communications skills—the ability to exchange information and ideas with others through writing, speaking, reading or listening
- Analytical skills—the ability to derive facts from data, findings from facts, conclusions from findings and recommendations from conclusions
- Production skills—the ability to take a concept from an idea and make it real
- Teamwork—the ability to be an effective member of a productive group
- Priorities/time management—the ability to determine priorities and manage time commitments
- Economic competencies

SPECIFIC PERFORMANCE INDICATORS

- Describe ethics in personnel issues.
- Describe crucial elements of a quality culture.
- Explain the impact of political relationships within an organization.
- Apply decision-making business principles and techniques to a situation with an ethical dilemma.
- Demonstrate knowledge/understanding of ethical behavior within a business environment.
- Exhibit cultural sensitivity.
- Maintain collaborative partnerships with colleagues.

CASE STUDY SITUATION

You are to assume the roles of vice presidents of human resources and operations for MAYER MART, a grocery store chain. The president (judge) has asked you for information to develop a *Code of Ethics in Human Resources* for the company. The company has Codes of Ethics in several other areas including customer service, marketing and vendor relations.

MAYER MART is a large grocery store chain and leading retailer in the food industry. One of the goals for MAYER MART is to effectively, responsibly and profitably connect the store's brand to consumers across the southeast. The company has recently received a great deal of negative attention for being the target of a class-action lawsuit. Some female employees have exerted pressure on the company with the following external and internal allegations:

- Employees are paid relatively low hourly wages.
- Unions are aggressively discouraged.
- The company restricts union access to its employees.
- Employees who discuss unions are intimidated.
- Stores are closed where unions are making gains.
- Women are systematically denied promotions and equal pay.
- Company routinely contracts with firms who hire illegal immigrants.

The president (judge) of MAYER MART is concerned about the company's image and prominent standing in the industry. The president (judge) believes the company needs a *Code of Ethics in Human Resources* to help the company move forward. The code would be shared with employees and customers. It would be the basis for human resource decision-making for all company stores.

The president (judge) wants you to help develop information for the *Code of Ethics in Human Resources* document. The president (judge) will use the information to reassure investors about the stores' values, enhance the corporate reputation, and encourage loyalty within the staff. As a starting point for developing the *Code of Ethics in Human Resources*, you should attempt to answer the following questions:

- What is the purpose for creating a *Code of Ethics in Human Resources*?
- What ideals or goals must the company include in the *Code of Ethics in Human Resources*?
- What types of issues could be solved through such a document?
- What issues should be avoided in the document?

As a team, you are to share your ideas about the *Code of Ethics in Human Resources* with the president (judge) in a meeting to take place in conference room of the company's headquarters. The president (judge) will begin the meeting by greeting you and asking to hear your ideas. After you have presented your ideas for a *Code of Ethics in Human Resources* and have answered the president's (judge's) questions, the president (judge) will conclude the meeting by thanking you for your work.

CODE OF ETHICS

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To the extent we act according to these values, we believe we will provide outstanding service to our customers and employees; earn a leadership position in our industry; and provide a superior return to our shareholders.

JUDGE'S INSTRUCTIONS

You are to assume the role of president of MAYER MART, a grocery store chain. You have asked the vice presidents of human resources and operations (participant team) for information to develop a *Code of Ethics in Human Resources* for the company. The company has Codes of Ethics in several other areas including customer service, marketing and vendor relations.

MAYER MART is a large grocery store chain and leading retailer in the food industry. One of the goals for MAYER MART is to effectively, responsibly and profitably connect the store's brand to consumers across the southeast. The company has recently received a great deal of negative attention for being the target of a threat of a class-action lawsuit. Some female employees have exerted pressure on the company with the following external and internal allegations:

- Employees are paid relatively low hourly wages.
- Unions are aggressively discouraged.
- The company restricts union access to its employees.
- Employees who discuss unions are intimidated.
- Stores are closed where unions are making gains.
- Women are systematically denied promotions and equal pay.
- Company routinely contracts with firms who hire illegal immigrants.

As president of MAYER MART, you are concerned about the company's image and prominent standing the food industry. You believe that a company *Code of Ethics in Human Resources* is needed to help company move forward. The code would be distributed and shared with employees and customers. It would be the basis for business and human resource decisions for all stores within the company. .

You want the vice presidents of human resources and operations (participant team) to help develop information for the *Code of Ethics in Human Resources* document. You will use the information to reassure investors about the stores' values, enhance the corporate reputation, and encourage loyalty within the staff. As a starting point for developing the *Code of Ethics in Human Resources*, the vice presidents (participants) should attempt to answer the following questions:

- What is the purpose for creating a *Code of Ethics in Human Resources*?
- What ideals or goals must the company include in the *Code of Ethics in Human Resources*?
- What types of issues could be solved through such a document?
- What issues should be avoided in the document?

The vice presidents (participant team) will present their information for the *Code of Ethics in Human Resources* to you in a meeting to take place in the conference room of the company's headquarters. You will begin the meeting by greeting the participants and asking to hear their ideas.

After the vice presidents of human resources and operations (participant team) have presented their information, you are to ask the following questions of each participant team:

1. What does the term *cultural sensitivity* mean in business?

Answer: In the context of this situation, cultural sensitivity could include recognizing that employees represent diverse cultures. The company should develop human resource policies that recognize cultural differences to the extent possible without affecting the business goals.

2. Can a company oppose unions and still deal ethically with its employees?

Answer: Yes, a company can develop a *Code of Ethics in Human Resources* that opposes unions and still treats its employees fairly.

3. Is profit ever more important than ethical behavior by business?

Answer: A company must return a profit to stay in business. Often the choice is between short-term profit and the long-term benefit of being seen as an ethical employee. The better decision is always the long-term benefit.

Once the vice presidents of operations and human resources (participant team) have answered your questions, you will conclude the meeting by thanking them for their work.

You are not to make any comments after the event is over except to thank the participants.

JUDGING THE PRESENTATION

Team members, assuming the role of a management team for the business represented, will analyze a case situation related to the chosen occupational area. The team will make decisions regarding the situation, and then make an oral presentation to the judge. The role of the judge is that of an executive for the business.

Participants will be evaluated according to the Evaluation Form.

Please place the name and identification number label on the Scantron sheet (unless it has already been done for you).

Participants will have a 30-minute preparation period and may make notes to use during the role-play.

During the first 10 minutes of the presentation (after introductions), the team will present their analysis, their decisions and the rationale behind the decisions. Allow the teams to complete this portion without interruption, unless you are asked to respond.

During the next 5 minutes, you may ask questions of the team to determine their understanding of the situation presented. Each member of each team should respond to at least one question. To ensure fairness, you must ask each team the same questions. After asking the standard questions, you may ask other questions for clarification specific to the current team.

After the questioning period, please thank the team and state that they will be notified of your decision soon. Then complete the Evaluation Form, making sure to record a score for all categories. The maximum score for the evaluation is 100 points. The presentation will be weighted at twice (2 times) the value of the exam scores.

A maximum score of “Exceeds Expectations” in any category means that, in your opinion, the information is presented effectively and creatively; nothing more could be expected of an employee.

A “Meets Expectations” rating means that the information is present well. Though there may be a few minor problems or omissions, they are not significant. Creativity, however, is not shown to any great degree. A combined total score of 70 or better on the written and presentation sections will earn the participant team DECA’s Certificate of Excellence at the international conference.

A “Below Expectations” score means that the information presented does not meet minimum standards of acceptability.

A “Little/No Value” score means either that some major flaw has been noted that damages the effectiveness of the presentation (this may be a major omission, a serious misstatement or any other major flaw) or that the information presented is of no value (does not help the presentation at all).

We hope you are impressed by the quality of the work of these potential managers. If you have any suggestions for improving the event, please mention them to your series director.

We thank you for your help.

JUDGE'S EVALUATION FORM
BLTDM
STATE EVENT 2010

PERFORMANCE INDICATORS	Exceeds Expectations	Meets Expectations	Below Expectations	Little/No Value	Judged Score
DID THE PARTICIPANT:					
1. Describe ethics in personnel issues?	10-9	8-7	6-5-4	3-2-1-0	_____
2. Describe crucial elements of a quality culture?	10-9	8-7	6-5-4	3-2-1-0	_____
3. Explain the impact of political relationships within an organization?	10-9	8-7	6-5-4	3-2-1-0	_____
4. Apply decision-making business principles and techniques to a situation with an ethical dilemma?	10-9	8-7	6-5-4	3-2-1-0	_____
5. Demonstrate knowledge/understanding of ethical behavior within a business environment?	10-9	8-7	6-5-4	3-2-1-0	_____
6. Exhibit cultural sensitivity?	10-9	8-7	6-5-4	3-2-1-0	_____
7. Maintain collaborative partnerships with colleagues?	10-9	8-7	6-5-4	3-2-1-0	_____
PRESENTATION	Exceeds Expectations	Meets Expectations	Below Expectations	Little/No Value	Judged Score
8. Clarity of expression	6-5	4	3-2	1-0	_____
9. Organization of ideas	6-5	4	3-2	1-0	_____
10. Showed evidence of mature judgment	6-5	4	3-2	1-0	_____
11. Effective participation of both team members	6-5	4	3-2	1-0	_____
12. Overall impression and responses to the judge's questions	6-5	4	3-2	1-0	_____
				TOTAL SCORE	_____