



**CAREER CLUSTER**  
Business Management and Administration

**CAREER PATHWAY**  
Human Resources Management

**INSTRUCTIONAL AREA**  
Emotional Intelligence

## **HUMAN RESOURCES MANAGEMENT SERIES EVENT**

### **PARTICIPANT INSTRUCTIONS**

- The event will be presented to you through your reading of the 21<sup>st</sup> Century Skills, Performance Indicators and Event Situation. You will have up to 10 minutes to review this information and prepare your presentation. You may make notes to use during your presentation.
- You will have up to 10 minutes to make your presentation to the judge (you may have more than one judge.)
- You will be evaluated on how well you meet the performance indicators of this event.
- Turn in all of your notes and event materials when you have completed the event.

### **21<sup>st</sup> CENTURY SKILLS**

- Critical Thinking – Reason effectively and use systems thinking.
- Problem Solving – Make judgments and decisions, and solve problems.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

### **PERFORMANCE INDICATORS**

1. Document employee issues and recommend solutions.
2. Make decisions.
3. Use conflict resolution skills.
4. Explain the use of feedback for personal growth.
5. Explain the nature of organizational culture.

## **EVENT SITUATION**

You are to assume the role of director of human resources for ADRIENNE AUTOMOTIVE COMPANY, a company that manages four automotive dealerships in different cities. The president (judge) has asked you to analyze a recent workplace violence report and make recommendations on how the company should proceed and changes that need to be made to the employee handbook.

ADRIENNE AUTOMOTIVE opened its first dealership 50 years ago. Since that time, the company has expanded to four different dealerships in four cities. While the automotive industry has seen ups and downs during that time, ADRIENNE AUTOMOTIVE has been able to stay profitable. The president (judge) attributes the company's success on its outstanding employees and positive organizational culture; ADRIENNE AUTOMOTIVE is simply a wonderful place to work.

One employee, Mr. Peterson, has been employed with the company for 42 years. Mr. Peterson has been a stellar employee and a top sales person year after year. Mr. Peterson has a clean disciplinary record and always receives top marks on his annual employee evaluation.

Recently, an incident occurred in the employee break room between Mr. Peterson and another male employee. The two men were having a non work-related discussion and it became heated. Both men became agitated during the discussion and Mr. Peterson lost his temper. He grabbed the other male by his shirt and pulled him close. Realizing the situation, Mr. Peterson quickly let go, turned around and went back to his office. The other male quickly reported the occurrence to his manager.

The manager met with you and explained the situation as was reported by the victim. The manager was not an eye witness to the occurrence. The manager is unsure how to proceed, as the employee handbook states that ADRIENNE AUTOMOTIVE, "does not and will not tolerate physical violence."

The president of ADRIENNE AUTOMOTIVE (judge) has asked you to consider all aspects of the situation and decide the appropriate steps to be taken in response to the occurrence. The president (judge) wants you to analyze the following:

- Immediate next steps with Mr. Peterson
- Immediate next steps with the victim
- Recommended solution
- How the incident and the solution affects the organizational culture
- How the employee handbook can be changed or amended to address physical violence in the workplace

You will present your analysis and recommendations to the president (judge) in a role-play to take place in the president's (judge's) office. The president (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have presented your recommendations and have answered the president's (judge's) questions, the president (judge) will conclude the role-play by thanking you for your work.

## **JUDGE'S INSTRUCTIONS**

### **DIRECTIONS, PROCEDURES AND JUDGE'S ROLE**

In preparation for this event, you should review the following information with your event manager and other judges:

1. Procedures
2. 21<sup>st</sup> Century Skills and Performance Indicators
3. Event Situation
4. Judge Role-play Characterization  
Participants may conduct a slightly different type of meeting and/or discussion with you each time; however, it is important that the information you provide and the questions you ask be uniform for every participant.
5. Judge's Evaluation Instructions
6. Judge's Evaluation Form  
Please use a critical and consistent eye in rating each participant.

### **JUDGE ROLE-PLAY CHARACTERIZATION**

You are to assume the role of president of ADRIENNE AUTOMOTIVE COMPANY, a company that manages four automotive dealerships in different cities. You have asked the director of human resources (participant) to analyze a recent workplace violence report and make recommendations on how the company should proceed and changes that need to be made to the employee handbook.

ADRIENNE AUTOMOTIVE opened its first dealership 50 years ago. Since that time, the company has expanded to four different dealerships in four cities. While the automotive industry has seen ups and downs during that time, ADRIENNE AUTOMOTIVE has been able to stay profitable. You attribute the company's success on its outstanding employees and positive organizational culture; ADRIENNE AUTOMOTIVE is simply a wonderful place to work.

One employee, Mr. Peterson, has been employed with the company for 42 years. Mr. Peterson has been a stellar employee and a top sales person year after year. Mr. Peterson has a clean disciplinary record and always receives top marks on his annual employee evaluation.

Recently, an incident occurred in the employee break room between Mr. Peterson and another male employee. The two men were having a non work-related discussion and it became heated. Both men became agitated during the discussion and Mr. Peterson lost his temper. He grabbed the other male by his shirt and pulled him close. Realizing the situation, Mr. Peterson quickly let

go, turned around and went back to his office. The other male quickly reported the occurrence to his manager.

The manager met with you and explained the situation as was reported by the victim. The manager was not an eye witness to the occurrence. The manager is unsure how to proceed, as the employee handbook states that ADRIENNE AUTOMOTIVE, “does not and will not tolerate physical violence.”

You have asked the director of human resources (participant) to consider all aspects of the situation and decide the appropriate steps to be taken in response to the occurrence. You want the director of human resources (participant) to analyze the following:

- Immediate next steps with Mr. Peterson
- Immediate next steps with the victim
- Recommended solution
- How the incident and the solution affects the organizational culture
- How the employee handbook can be changed or amended to address physical violence in the workplace?

The participant will present recommendations to you in a role-play to take place in your office. You will begin the role-play by greeting the participant and asking to hear about his/her ideas.

During the course of the role-play you are to ask the following questions of each participant:

1. How should changes or amendments to the employee handbook be communicated to the staff?
2. Do we need to keep this incident with Mr. Peterson confidential? Why or why not?

Once the director of human resources (participant) has presented recommendations and has answered your questions, you will conclude the role-play by thanking the director of human resources (participant) for the work.

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

## **JUDGE'S EVALUATION INSTRUCTIONS**

### **Evaluation Form Information**

The participants are to be evaluated on their ability to perform the specific performance indicators stated on the cover sheet of this event and restated on the Judge's Evaluation Form. Although you may see other performance indicators being demonstrated by the participants, those listed in the Performance Indicators section are the critical ones you are measuring for this particular event.

### **Evaluation Form Interpretation**

The evaluation levels listed below and the evaluation rating procedures should be discussed thoroughly with your event chairperson and the other judges to ensure complete and common understanding for judging consistency.

<b>Level of Evaluation</b>	<b>Interpretation Level</b>
Exceeds Expectations	Participant demonstrated the performance indicator in an extremely professional manner; greatly exceeds business standards; would rank in the top 10% of business personnel performing this performance indicator.
Meets Expectations	Participant demonstrated the performance indicator in an acceptable and effective manner; meets at least minimal business standards; there would be no need for additional formalized training at this time; would rank in the 70-89 <sup>th</sup> percentile of business personnel performing this performance indicator.
Below Expectations	Participant demonstrated the performance indicator with limited effectiveness; performance generally fell below minimal business standards; additional training would be required to improve knowledge, attitude and/or skills; would rank in the 50-69 <sup>th</sup> percentile of business personnel performing this performance indicator.
Little/No Value	Participant demonstrated the performance indicator with little or no effectiveness; a great deal of formal training would be needed immediately; perhaps this person should seek other employment; would rank in the 0-49 <sup>th</sup> percentile of business personnel performing this performance indicator.



HUMAN RESOURCES MANAGEMENT SERIES, Participant: \_\_\_\_\_  
2018 I.D. Number: \_\_\_\_\_

**JUDGE'S EVALUATION FORM**

**INSTRUCTIONAL AREA**

Emotional Intelligence

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
<b>PERFORMANCE INDICATORS</b>						
1.	Document employee issues and recommend solutions?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Make decisions?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Use conflict resolution skills?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Explain the use of feedback for personal growth?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Explain the nature of organizational culture?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
<b>21<sup>st</sup> CENTURY SKILLS</b>						
6.	Reason effectively and use systems thinking?	0-1	2-3	4	5-6	
7.	Make judgments and decisions, and solve problems?	0-1	2-3	4	5-6	
8.	Communicate clearly?	0-1	2-3	4	5-6	
9.	Show evidence of creativity?	0-1	2-3	4	5-6	
10.	Overall impression and responses to the judge's questions	0-1	2-3	4	5-6	
<b>TOTAL SCORE</b>						