



CAREER CLUSTER

Business Management & Administration

CAREER PATHWAY

Human Resources Management

INSTRUCTIONAL AREA

Information Management

HUMAN RESOURCES MANAGEMENT SERIES EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the 21st 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 demonstrate the 21st Century Skills and meet the performance indicators of this event.
- Turn in all of your notes and event materials when you have completed the event.

21st 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

- Explain assessment methods used in the hiring process.
- Assess information needs.
- Obtain needed information efficiently.
- Evaluate quality and source of information.
- Describe the nature of emotional intelligence.

EVENT SITUATION

You are to assume the role of the director of human resources for LAND PUBLISHERS, the leading publisher of educational textbooks and resources for use in high school classrooms. The president of the company (judge) wants you to alter the hiring process by focusing on learning potential and growth mindset rather than experience.

When hiring for various positions at LAND PUBLISHERS, the position is listed with education and experience requirements along with specific job responsibilities. Soft skills such as emotional intelligence, problem-solving skills, critical thinking and teamwork are included attributes that are desired but not required.

The president of LAND PUBLISHERS (judge) has noted that the majority of hires since 2019 have had great resumes with relevant work experience and required education, however the recent hires have significantly lacked in soft skills. The recent hires do not demonstrate an ability to learn.

The president (judge) feels that rather than highlighting education and work experience when acquiring talent, LAND PUBLISHERS should focus on learning potential and growth mindset. The president (judge) wants you to develop two or three questions that can be asked of applicants for any position at LAND PUBLISHERS that will properly assess the applicant's learning potential, adaptability and ability to problem-solve.

The president (judge) wants you to decide when in the hiring process the questions should be asked, if the applicant should provide answers verbally or in written form, and how answers should be evaluated.

You will present your 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 ideas and have answered the president's (judge's) questions, the president (judge) will conclude the role-play by thanking you for your work.

JUDGE INSTRUCTIONS

DIRECTIONS, PROCEDURES AND JUDGE ROLE

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

1. Participant Instructions, 21st Century Skills and Performance Indicators
2. Event Situation
3. Judge Role-Play Characterization
Allow the participants to present their ideas without interruption, unless you are asked to respond. 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.
4. Judge Evaluation Instructions and Judge Evaluation Form
Please use a critical and consistent eye in rating each participant.

JUDGE ROLE-PLAY CHARACTERIZATION

You are to assume the role of the president of LAND PUBLISHERS, the leading publisher of educational textbooks and resources for use in high school classrooms. You want the director of human resources (participant) to alter the hiring process by focusing on learning potential and growth mindset rather than experience.

When hiring for various positions at LAND PUBLISHERS, the position is listed with education and experience requirements along with specific job responsibilities. Soft skills such as emotional intelligence, problem-solving skills, critical thinking and teamwork are included attributes that are desired but not required.

You have noted that the majority of hires since 2019 have had great resumes with relevant work experience and required education, however the recent hires have significantly lacked in soft skills. The recent hires do not demonstrate an ability to learn.

You feel that rather than highlighting education and work experience when acquiring talent, LAND PUBLISHERS should focus on learning potential and growth mindset. You want the director of human resources (participant) to develop two or three questions that can be asked of applicants for any position at LAND PUBLISHERS that will properly assess the applicant's learning potential, adaptability and ability to problem-solve.

You want the director of human resources (participant) to decide when in the hiring process the questions should be asked, if the applicant should provide answers verbally or in written form, and how answers should be evaluated.

The participant will present information 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. What are other examples of soft-skills?

2. Is there a way to teach our veteran staff soft-skills or emotional intelligence?

Once the director of human resources (participant) has presented information 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.

EVALUATION INSTRUCTIONS

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 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 director and the other judges to ensure complete and common understanding for judging consistency.

Level of Evaluation	Interpretation Level
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 th 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 th 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 th percentile of business personnel performing this performance indicator.



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JUDGE'S EVALUATION FORM ICDC PRELIMINARY 1

Participant: _____

ID Number: _____

INSTRUCTIONAL AREA: Information Management

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain assessment methods used in the hiring process?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Assess information needs?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Obtain needed information efficiently?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Evaluate quality and source of information?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Describe the nature of emotional intelligence?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
21st CENTURY SKILLS						
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	
TOTAL SCORE						