



CAREER CLUSTER

Business Management & 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 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

- Discuss factors that impact human resources management.
- Perform post-employment offer activities.
- Explain the nature of effective communications.
- Explain the nature of organizational culture.
- Foster positive working relationship.

EVENT SITUATION

You are to assume the role of the director of human resources for FUN TIME, a popular manufacturer and marketer of children's toys. The vice president (judge) wants you to create a welcome package for new employees that will keep them engaged from hire date to start date.

FUN TIME makes fun toys and also has a fun headquarters workplace culture. Employees are encouraged to decorate their office with FUN TIME toys. The employee social areas are set up with couches, games, and the latest prototypes. All major decisions regarding products and marketing must pass the question, "But is it fun?" Employees love the relaxed and happy culture.

A leading human resources management association conducted a nationwide study and found that 50% of new hires end up backing out of the hiring agreement before their start date. This percentage has been increasing for several years but has reached an all-time high. Employers are unable to count on new hires showing up for their first day of work.

FUN TIME's headquarters office has encountered this issue several times. FUN TIME has spent time and resources interviewing applicants two or three times, checking references and communicating job offers that are accepted only to have the new hire back out before the agreed start date. While it is disappointing, it is also a waste of company time and resources.

The vice president (judge) wants you to create welcome packages for new hires that will keep them engaged with FUN TIME between hire date and start date. The vice president (judge) wants you to explain what will be in the welcome packages, how FUN TIME employees can be involved and how the packages can reflect the FUN TIME culture.

You will present your recommendations to the vice president (judge) in a role-play to take place in the vice president's (judge's) office. The vice 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 vice president's (judge's) questions, the vice 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 vice president for FUN TIME, a popular manufacturer and marketer of children's toys. You want the director of human resources (participant) to create a welcome package for new employees that will keep them engaged from hire date to start date.

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You want the director of human resources (participant) to create welcome packages for new hires that will keep them engaged with FUN TIME between hire date and start date. You want the director of human resources (participant) to explain what will be in the welcome packages, how FUN TIME employees can be involved and how the packages can reflect the FUN TIME culture.

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. How do you justify the expense involved in the welcome packages?

2. There is usually a two-to-four-week gap between hire and start dates. Why do you think that is?

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.



HUMAN RESOURCES MANAGEMENT SERIES 2024

JUDGE'S EVALUATION FORM ASSOCIATION EVENT 2

Participant: _____

ID Number: _____

INSTRUCTIONAL AREA: Emotional Intelligence

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Discuss factors that impact human resources management?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Perform post-employment offer activities?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Explain the nature of effective communications?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Explain the nature of organizational culture?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Foster positive working relationships?	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						