



CAREER CLUSTER

Business Management & Administration

CAREER PATHWAY

Human Resources Management

INSTRUCTIONAL AREA

Human Resources 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

- Describe talent management issues associated with organizational changes.
- Manage flexible working arrangements.
- Assist with establishment of work rules.
- Monitor and ensure completion of delegated tasks.
- Explain the nature of staff communication.

EVENT SITUATION

You are to assume the role of the director of human resources for BEST LIFE MAGAZINE, a national magazine publication. The executive editor (judge) wants your help in managing low employee productivity while working remotely.

Like the majority of businesses, BEST LIFE MAGAZINE shut down its corporate office during the height of the pandemic and allowed all 75 employees to work remotely. The staff did quite well during this quick change in work environment and succeeded in meeting deadlines and producing quality work while also battling pandemic issues.

Once it was deemed safe to return to the office, the executive editor (judge) gave the employees 30-day's notice to prepare for the transition back to the office. Employees voiced their desire to continue working remotely. The executive editor (judge) worked with human resources to devise a plan that would allow employees to work remotely two days a week and work in-office three days a week. All employees of BEST LIFE MAGAZINE must work in-office on Mondays and all employees may work remotely on Fridays. Each employee is allowed one additional flexible remote day per week.

Since the new flexible remote schedule was introduced in early 2021, the executive editor (judge) has seen a significant decrease in productivity, especially on Fridays. When employees are working in-office communication is strong, collaborations are dynamic and work is accomplished. On remote workdays, especially on Fridays, there is little-to-no communication, projects put on hold and work left undone.

The executive editor (judge) wants you to determine how to handle the flexible work arrangement to ensure better productivity.

You will present your recommendations to the executive editor (judge) in a role-play to take place in the executive editor's (judge's) office. The executive editor (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have presented ideas and have answered the executive editor's (judge's) questions, the executive editor (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 executive editor for BEST LIFE MAGAZINE, a national magazine publication. You want the director of human resources' (participant's) help in managing low employee productivity while working remotely.

Like the majority of businesses BEST LIFE MAGAZINE shut down its corporate office during the height of the pandemic and allowed all 75 employees to work remotely. The staff did quite well during this quick change in work environment and succeeded in meeting deadlines and producing quality work while also battling pandemic issues.

Once it was deemed safe to return to the office, you gave the employees 30-day's notice to prepare for the transition back to the office. Employees voiced their desire to continue working remotely. You worked with the director of human resources (participant) to devise a plan that would allow employees to work remotely two days a week and work in-office three days a week. All employees of BEST LIFE MAGAZINE must work in-office on Mondays and all employees may work remotely on Fridays. Each employee is allowed one additional flexible remote day per week.

Since the new flexible remote schedule was introduced in early 2021, you have seen a significant decrease in productivity, especially on Fridays. When employees are working in-office communication is strong, collaborations are dynamic and work is accomplished. On remote workdays, especially on Fridays, there is little-to-no communication, projects put on hold and work left undone.

You want the director of human resources (participant) to determine how to handle the flexible work arrangement to ensure better productivity.

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. Explain how your suggestions will build trust.

2. Why do you think there is especially less productivity on Fridays?

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 1

Participant: _____

ID Number: _____

INSTRUCTIONAL AREA: Human Resources Management

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Describe talent management issues associated with organizational changes?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Manage flexible working arrangements?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Assist with establishment of work rules?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Monitor and ensure completion of delegated tasks?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Explain the nature of staff communication?	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						