



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

- Assist with establishment of work rules.
- Recognize/Reward others for their efforts and contributions.
- Describe the nature of ethics.
- Demonstrate fairness.
- Explain the nature of staff communication.

EVENT SITUATION

You are to assume the role of the human resources manager at DAIRY BARN, a local ice cream parlor located in a small tourist town. The owner of the business (judge) wants you to develop an incentive for summer employees to achieve perfect work attendance.

DAIRY BARN is open from late May until late August. The business is located in a lakeside town that only has a population of 15,000 but welcomes over 50,000 visitors each summer. Each year the owner (judge) along with other businesses in the community hire seasonal employees. DAIRY BARN hires a total of twenty part-time employees for the summer with the majority being high school or early college aged.

The owner (judge) is considerate of employees and allows them to request certain days off before schedules are posted and allows part-time employees to find another employee to work their shift and have it changed on the schedule. However, the owner (judge) has had a problem with part-time employees not showing up for scheduled shifts or calling in sick or with a problem minutes before a shift begins. Employees that do not show up for a shift without communication face immediate termination.

Before this summer starts, the owner (judge) wants to have an incentive in place that will reduce the number of employees that do not show up for a shift or call in last minute with an illness or problem that does not allow them to come to work. The owner (judge) wants all seasonal employees to strive for perfect work attendance.

The owner (judge) wants you to design an incentive program for perfect work attendance, create the rules involved in gaining the incentive, explain how the program is both ethical and fair, and determine how to best introduce the program to employees.

You will present the incentive plan to the owner (judge) in a role-play to take place in the owner's (judge's) office. The owner (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have presented ideas and have answered the owner's (judge's) questions, the owner (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 owner of DAIRY BARN, a local ice cream parlor located in a small tourist town. You want the human resources manager (participant) to develop an incentive for summer employees to achieve perfect work attendance.

DAIRY BARN is open from late May until late August. The business is located in a lakeside town that only has a population of 15,000 but welcomes over 50,000 visitors each summer. Each year you, along with other businesses in the community, hire seasonal employees. DAIRY BARN hires a total of twenty part-time employees for the summer with the majority being high school or early college aged.

You are considerate of employees and allow them to request certain days off before schedules are posted and allow part-time employees to find another employee to work their shift and have it changed on the schedule. However, you have had a problem with part-time employees not showing up for scheduled shifts or calling in sick or with a problem minutes before a shift begins. Employees that do not show up for a shift without communication face immediate termination.

Before this summer starts, you want to have an incentive in place that will reduce the number of employees that do not show up for a shift or call in last minute with an illness or problem that does not allow them to come to work. You want all seasonal employees to strive for perfect work attendance.

You want the human resources manager (participant) to design an incentive program for perfect work attendance, create the rules involved in gaining the incentive, explain how the program is both ethical and fair, and determine how to best introduce the program to employees.

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 will shift managers be involved in the incentive program?
2. How will having employee perfect attendance benefit my business?

Once the human resources manager (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the human resources manager (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
2022**

JUDGE'S EVALUATION FORM
DISTRICT EVENT 2

Participant: _____

INSTRUCTIONAL AREA:
Emotional Intelligence

ID Number: _____

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Assist with establishment of work rules?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Recognize/Reward others for their efforts and contributions?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Describe the nature of ethics?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Demonstrate fairness?	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						