



CAREER CLUSTER
Marketing

INSTRUCTIONAL AREA
Emotional Intelligence

PRINCIPLES OF MARKETING 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.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

- Describe the nature of ethics.
- Explain reasons for ethical dilemmas.
- Recognize and respond to ethical dilemmas.
- Build trust in relationships.

EVENT SITUATION

You are to assume the role of an employee at SOUVENIR TOWN, a retail store that sells souvenirs in a popular tourist destination. A co-worker (judge) repeatedly asks you to falsify lunch break times and you must decide what to do.

SOUVENIR TOWN allows employees a 30-minute lunch break. Employees must clock out during the break. Whenever you work together, a co-worker (judge) takes a 40-minute lunch break rather than a 30-minute break but asks you to clock them back in at the 30-minute mark.

The co-worker (judge) has once again asked you to clock them back in at 30-minutes even though the co-worker (judge) is not back at work. You must decide what to do, and then explain your decision to the co-worker (judge) once they return.

You will present the information to the co-worker (judge) in a role-play to take place at the store. The co-worker (judge) will begin the role-play by asking you about clocking them in. After you have presented the information to the co-worker (judge) and have answered the co-worker's (judge's) questions, the co-worker (judge) will conclude the role-play by thanking you for the information.

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 an employee at SOUVENIR TOWN, a retail store that sells souvenirs in a popular tourist destination. You have repeatedly asked your co-worker (participant) to falsify lunch break times and the co-worker (participant) must decide what to do.

SOUVENIR TOWN allows employees a 30-minute lunch break. Employees must clock out during the break. Whenever you work together, you take a 40-minute lunch break rather than a 30-minute break but ask the co-worker (participant) to clock you back in at the 30-minute mark.

You have once again asked the co-worker (participant) to clock you back in at 30-minutes even though you are not back at work. The co-worker (participant) must decide what to do, and then explain their decision to you once you return.

The participant will present the information to you in a role-play to take place at the store. You will begin the role-play by asking about the sale.

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

1. How do my actions affect you?
2. Why do 10 extra minutes matter?

After the co-worker (participant) has given you the information and has answered your questions, you will conclude the role-play by thanking the co-worker (participant).

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.



**PRINCIPLES OF MARKETING
2023**

**JUDGE'S EVALUATION FORM
DISTRICT EVENT**

Participant: _____

**INSTRUCTIONAL AREA:
Emotional Intelligence**

ID Number: _____

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Describe the nature of ethics?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
2.	Explain reasons for ethical dilemmas?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
3.	Recognize and respond to ethical dilemmas?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
4.	Build trust in relationships?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
21st CENTURY SKILLS						
5.	Reason effectively and use systems thinking?	0-1	2-3	4-5	6-7	
6.	Communicate clearly?	0-1	2-3	4-5	6-7	
7.	Show evidence of creativity?	0-1	2-3	4-5	6-7	
8.	Overall impression and responses to the judge's questions	0-1	2-3	4-5	6-7	
TOTAL SCORE						