



CAREER CLUSTER

Business Management and 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 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

1. Explain the concept of leadership.
2. Assess company's learning needs.
3. Determine learning objectives.
4. Describe ways that businesses build positive employer-employee relationships.
5. Foster positive working relationships.

EVENT SITUATION

You are to assume the role of human resources director for CHOICE PRODUCTIONS, a company that designs and produces videos, slides and other content for businesses. The president of the company (judge) has asked you to decide how to implement supervisory level leadership training to employees that are not supervisors.

CHOICE PRODUCTIONS has 500 employees. There are 50 supervisors that each manage a team of ten specialists. When a client requests a production project it is assigned to a team. The supervisor manages the production project and communicates with the client while the team of ten specialists complete the work.

When a supervisory position opens up at CHOICE PRODUCTIONS either a specialist is promoted to the position or an outside applicant is hired. The new supervisor then attends a two-day course that covers the following three topics: leadership training, performance management and employee relations within a team. The president of the company (judge) feels that each new supervisor needs the training to ensure quality leadership.

Many of CHOICE PRODUCTIONS' specialists have expressed a desire to also participate in the leadership training offered to new supervisors. The specialists claim that the training will help them work better as a team. While the president (judge) feels that training for specialists is a good idea, the cost of the two-day course for all 100 specialists currently employed at CHOICE PRODUCTIONS would be extremely expensive.

The president (judge) would like you to determine which of the three topics of the supervisor training would be relevant to specialists and which, if any, could be cut. The president (judge) feels the company cannot afford the cost of training all 100 specialists; so has asked you to determine qualifications to be put in place to determine which specialists can attend training.

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

JUDGE'S INSTRUCTIONS

DIRECTIONS, PROCEDURES AND JUDGE'S ROLE

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

1. Procedures
2. 21st Century Skills and Performance Indicators
3. Event Situation
4. Judge Role-play Characterization
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.
5. Judge's Evaluation Instructions
6. Judge's Evaluation Form
Please use a critical and consistent eye in rating each participant.

JUDGE ROLE-PLAY CHARACTERIZATION

You are to assume the role of president of CHOICE PRODUCTIONS, a company that designs and produces videos, slides and other content for businesses. You have asked the human resources director (participant) to decide how to implement supervisory level leadership training to employees that are not supervisors.

CHOICE PRODUCTIONS has 500 employees. There are 50 supervisors that each manage a team of ten specialists. When a client requests a production project it is assigned to a team. The supervisor manages the production project and communicates with the client while the team of ten specialists complete the work.

When a supervisory position opens up at CHOICE PRODUCTIONS either a specialist is promoted to the position or an outside applicant is hired. The new supervisor then attends a two-day course that covers the following three topics: leadership training, performance management and employee relations within a team. The president of the company (judge) feels that each new supervisor needs the training to ensure quality leadership.

Many of CHOICE PRODUCTIONS' specialists have expressed a desire to also participate in the leadership training offered to new supervisors. The specialists claim that the training will help them work better as a team. While you feel that training for specialists is a good idea, the cost of

the two-day course for all 100 specialists currently employed at CHOICE PRODUCTIONS would be extremely expensive.

You would like the human resources director (participant) to determine which of the three topics of the supervisor training would be relevant to specialists and which, if any, could be cut. You feel the company cannot afford the cost of training all 100 specialists; so you have asked the human resources director (participant) to determine qualifications to be put in place to determine which specialists can attend training.

The participant will present recommendations 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. Which of the three training topics do you think is most important for the specialists? Why?
2. Do you think specialists should attend training with new supervisors? Why or why not?

Once the human resources director (participant) has presented recommendations and has answered your questions, you will conclude the role-play by thanking the human resources director (participant) for the work.

You are not to make any comments after the event is over except to thank the participant.

JUDGE'S EVALUATION INSTRUCTIONS

Evaluation Form Information

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 being 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 chairperson 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,
2017**

Participant: _____

I.D. Number: _____

**JUDGE'S EVALUATION FORM
SAMPLE**

**INSTRUCTIONAL AREA
Human Resources Management**

Did the participant:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain the concept of leadership?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Assess company's learning needs?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Determine learning objectives?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Describe ways that businesses build positive employer-employee relationships?	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						