



CAREER CLUSTER

Business Management and Administration

CAREER PATHWAY

Human Resources Management

INSTRUCTIONAL AREA

Human Resources Management

HUMAN RESOURCES MANAGEMENT EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the General Performance Indicators, Specific Performance Indicators and Case Study Situation. You will have up to 60 minutes to review this information and prepare your presentation. You may make notes to use during your presentation.
- You will have up to 15 minutes to make your presentation to the judge (you may have more than one judge).
- Turn in all of your notes and event materials when you have completed the event.

GENERAL PERFORMANCE INDICATORS

- Communications skills—the ability to exchange information and ideas with others through writing, speaking, reading or listening
- Analytical skills—the ability to derive facts from data, findings from facts, conclusions from findings and recommendations from conclusions
- Production skills—the ability to take a concept from an idea and make it real
- Priorities/time management—the ability to determine priorities and manage time commitments
- Economic competencies

SPECIFIC PERFORMANCE INDICATORS

1. Assist with establishment of work rules.
2. Assist employees with prioritizing work responsibilities.
3. Harmonize tasks, projects and employees in the context of business priorities.
4. Identify ways that technology impacts business.
5. Explain the nature of staff communication.



CASE STUDY SITUATION

You are the director of human resources at BELLA ADVERTISING, a large advertising and public relations firm located in a major metropolitan area. BELLA employs over one hundred full time employees that service both local and national accounts.

All full-time account executives at BELLA ADVERTISING are issued smart phones and notebook tablets upon hiring. The company smart phones and notebook tablets are to be used for work related purposes and also personal calls when traveling on business.

Recently, the vice president of marketing at BELLA ADVERTISING sent an urgent email asking for a volunteer to help with an advertising pitch for a local charity fundraiser. The first to respond would be rewarded with a bonus. Yesterday, a sales executive was reprimanded for not immediately replying to an email from the sales director. An administrative assistant did not have the proper presentation cued in this morning's staff meeting per the email request from the company president. All of these email requests were sent in the late evening hours, several hours after the close of business at BELLA ADVERTISING.

Employees at BELLA ADVERTISING now feel compelled to constantly monitor their notebook tablets and smart phones; whether company issued or personal. Even on weekends and while on vacations, employees are afraid they will miss important directives or opportunities if not consistently checking in. At the same time, more and more employees have been counseled on limiting the amount of time spent on social media sites, personal email and personal phone calls. This dichotomy has created a lot of confusion.

YOUR CHALLENGE

The president of BELLA ADVERTISING wants you to develop a work policy for smart phone and notebook tablet use, both personal and company issued, for the BELLA staff.

The president has requested a meeting with you to hear your policy recommendations. Your policy needs to address the following:

- Appropriate response times for emails; both internal and external
- Rules for response time during weekends, sick leave, annual leave and after close of business
- Regulations for personal use of notebook tablets and smart phones
- Enforcement procedures for new policies

You will present your new policy to the president in a meeting to take place in the president's office. The president may be accompanied by additional executives from the company.



HUMAN RESOURCE MANAGEMENT, 2014

Participant: _____

JUDGE'S EVALUATION FORM
SAMPLE EVENT

I.D. Number: _____

INSTRUCTIONAL AREA: Human Resource Management

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 | 13-14-15 | |
| 2. | Assist employees with prioritizing work responsibilities? | 0-1-2-3 | 4-5-6-7-8 | 9-10-11-12 | 13-14-15 | |
| 3. | Harmonize tasks, projects and employees in the context of business priorities? | 0-1-2-3 | 4-5-6-7-8 | 9-10-11-12 | 13-14-15 | |
| 4. | Identify ways that technology impacts business? | 0-1-2-3 | 4-5-6-7-8 | 9-10-11-12 | 13-14-15 | |
| 5. | Explain the nature of staff communication? | 0-1-2-3 | 4-5-6-7-8 | 9-10-11-12 | 13-14-15 | |
| PRESENTATION | | | | | | |
| 6. | Demonstrate clarity of expression? | 0-1 | 2-3 | 4 | 5 | |
| 7. | Organize ideas? | 0-1 | 2-3 | 4 | 5 | |
| 8. | Show evidence of mature judgment? | 0-1 | 2-3 | 4 | 5 | |
| 9. | Overall performance: appropriate appearance, poise, confidence, presentation, technique and responses to judge's questions? | 0-1-2 | 3-4-5 | 6-7-8 | 9-10 | |
| TOTAL SCORE | | | | | | |