



CAREER CLUSTER

Business Management and 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 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 role of ethics in human resources management.
2. Assist with establishment of work rules.
3. Explain reasons for ethical dilemmas.
4. Maintain the confidentiality of others.
5. Foster positive working relationships.

EVENT SITUATION

You are to assume the role of human resources director for COUCH GAMES, an independent developer of multi-platform and mobile video games. The president of the company (judge) has asked you to recommend a workplace procedure regarding staff dating.

COUCH GAMES prides itself on being named one of the top medium-sized companies to work for in the nation. With just over 200 employees, COUCH GAMES' headquarters office has a fun, playful atmosphere that encourages employees to play branded games during scheduled breaks. The company is relatively new, but in the last year doubled its number of employees due to its success.

During a one-on-one meeting with an employee, the president of COUCH GAMES (judge) was made aware that a person on the marketing team was dating someone in the finance department. At first, the president (judge) thought it was simply gossip, but later realized that inter-office dating relationships needed to be addressed to the entire staff. Currently, there are no policies or procedures regarding staff dating in the employee handbook.

The 200 employees at COUCH GAMES are divided into five different departments: executive, marketing, sales, finance and human resources. Within each department are directors, managers, specialists and administrative positions.

The president of COUCH GAMES (judge) has asked you to create a statement/policy for employees of the company regarding intraoffice relationships. The president (judge) wants to ensure that both the procedures and the nature of the relationships are ethical. The procedure should include:

- A workplace statement on intraoffice relationships to include dating and other elements that might affect the workplace
- A timeline for employees to disclose an intraoffice relationship
- An explanation of how to enforce the policy affecting all levels of seniority within the company
- Action steps for employees if a relationship is terminated
- Procedures to maintain confidentiality

You will present the new workplace procedure 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 COUCH GAMES, an independent developer of multi-platform and mobile video games. You have asked the human resources director (participant) to recommend a workplace procedure regarding staff dating.

COUCH GAMES prides itself on being named one of the top medium-sized companies to work for in the nation. With just over 200 employees, COUCH GAMES' headquarters office has a fun, playful atmosphere that encourages employees to play branded games during scheduled breaks. The company is relatively new, but in the last year doubled its number of employees due to its success.

During a one-on-one meeting with an employee, you were made aware that a person on the marketing team was dating someone in the finance department. At first, you thought it was simply gossip, but later realized that inter-office dating relationships needed to be addressed to the entire staff. Currently, there are no policies or procedures regarding staff dating in the employee handbook.

The 200 employees at COUCH GAMES are divided into five different departments: executive, marketing, sales, finance and human resources. Within each department are directors, managers, specialists and administrative positions.

You have asked the human resources director (participant) to create a workplace statement/policy for employees of the company regarding intraoffice relationships. You want to

ensure that both the procedures and the nature of the relationships are ethical. The procedure should include:

- A workplace statement on intraoffice relationships to include dating and other elements that might affect the workplace
- A timeline for employees to disclose an intraoffice relationship
- An explanation of how to enforce the policy affecting all levels of seniority within the company
- Action steps for employees if a relationship is terminated
- Procedures to maintain confidentiality

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. Why is it important to have a workplace procedure regarding intraoffice relationships?
2. What policies should be in place to address employees who do not follow the new disclosure procedures?
3. What is the best method to communicate this new procedure to our staff?

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,
2019**

Participant: _____

I.D. Number: _____

**JUDGE'S EVALUATION FORM
SAMPLE**

INSTRUCTIONAL AREA
Emotional Intelligence

Did the participant:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain the role of ethics in human resources management?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Assist with establishment of work rules?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Explain reasons for ethical dilemmas?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Maintain the confidentiality of others?	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						