



**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 21<sup>st</sup> 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.

**21<sup>st</sup> 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 human resources management functions.
2. Explain trends in human resources management.
3. Describe the impact of organizational factors on human-resource management strategies.
4. Describe ways that businesses build positive employer-employee relationships.
5. Demonstrate connections between company actions and results.

## **EVENT SITUATION**

You are to assume the role of a human resources specialist at HR PROS, a company that provides human resources services to small companies. You will be meeting with a potential client (judge) to introduce HR PROS and communicate the benefits of outsourcing human resources.

HR PROS is a company that provides its clients with human resources services. Clients are small businesses with less than 75 employees. Typically, clients do not want to hire their own human resources director or have their own human resources staff.

When hired, HR PROS assigns a one-to-three member team to the client business. The team works with the client to do a variety of human resources tasks, such as:

- Develop employee handbook
- Facilitate employee recruiting and interviews
- Completion of government forms and other onboarding activities
- Facilitate training
- Process payroll
- Secure and oversee medical benefits and retirement plans
- Handle worker's compensation claims
- Resolve employee issues and complaints

Hiring HR PROS to handle those tasks reduces an employer's liability. HR PROS are experts in compliance issues and employment laws. Many small businesses do not want to handle those aspects of the workplace.

You will be meeting with a potential client (judge). The potential client (judge) owns a retail store in the community that employs a total of 60 people. The potential client (judge) has no prior knowledge of human resources outsourcing and is interested in learning about HR PROS, the qualifications of the HR PROS staff, and how becoming a client will benefit the workplace.

You will present the information to the client (judge) in a role-play to take place in the client's (judge's) office. The client (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have presented the information and have answered the client's (judge's) questions, the client (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. 21<sup>st</sup> 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 a potential client of HR PROS, a company that provides human resources services to small companies. You will be meeting with a human resources specialist (participant) who will introduce HR PROS and communicate the benefits of outsourcing human resources.

HR PROS is a company that provides its clients with human resources services. Clients are small businesses with less than 75 employees. Typically, clients do not want to hire their own human resources director or have their own human resources staff.

When hired, HR PROS assigns a one-to-three member team to the client business. The team works with the client to do a variety of human resources tasks, such as:

- Develop employee handbook
- Facilitate employee recruiting and interviews
- Completion of government forms and other onboarding activities
- Facilitate training
- Process payroll
- Secure and oversee medical benefits and retirement plans
- Handle worker's compensation claims
- Resolve employee issues and complaints

Hiring HR PROS to handle those tasks reduces an employer's liability. HR PROS are experts in compliance issues and employment laws. Many small businesses do not want to handle those aspects of the workplace.

You will be meeting with a human resources specialist from HR PROS (participant). You own a retail store in the community that employs a total of 60 people. You have no prior knowledge of human resources outsourcing and are interested in learning about HR PROS and, the qualifications of the HR PROS staff, and how becoming a client will benefit the workplace.

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. If an employee has an issue and HR is located off-site, how can the employee communicate with a representative from HR PROS?
2. How can HR PROS communicate changes in employment laws or compliance with me?
3. What is the biggest benefit of outsourcing human resources?

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

<b>Level of Evaluation</b>	<b>Interpretation Level</b>
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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> percentile of business personnel performing this performance indicator.



**HUMAN RESOURCES MANAGEMENT SERIES,  
2018**

Participant: \_\_\_\_\_

I.D. Number: \_\_\_\_\_

**JUDGE'S EVALUATION FORM  
DISTRICT EVENT #2**

**INSTRUCTIONAL AREA  
Human Resources Management**

Did the participant:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
<b>PERFORMANCE INDICATORS</b>						
1.	Explain human resources management functions?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Explain trends in human resources management?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Describe the impact of organizational factors on human-resource management strategies?	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.	Demonstrate connections between company actions and results?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
<b>21<sup>st</sup> CENTURY SKILLS</b>						
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	
<b>TOTAL SCORE</b>						