



CAREER CLUSTER
Finance

INSTRUCTIONAL AREA
Communication Skills

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

PERFORMANCE INDICATORS

1. Explain the nature of effective verbal communications.
2. Explain communication techniques that support and encourage a speaker.
3. Interpret other's nonverbal cues.
4. Demonstrate active listening skills.

EVENT SITUATION

You are to assume the role of a currency exchange teller at TRAVEL CHANGE, a foreign currency exchange company. You will be meeting with a newly hired currency exchange teller (judge) to discuss communication skills.

TRAVEL CHANGE has hundreds of locations around the world. Customers can exchange currencies and purchase foreign currencies at each location.

The TRAVEL CHANGE location you work at is in a large metropolitan area in the United States that is a destination for many foreign tourists. Most often, customers visiting your location want to exchange their foreign currency for United States Dollars (USD). Currency exchange tellers at your TRAVEL CHANGE location work with many customers each day that do not speak English at all or have limited knowledge of the language. It is important that all employees are effective in communicating with all customers.

You will be meeting with a newly hired exchange teller (judge) to explain how to effectively communicate with all customers, even those that do not speak English. It is also important that you explain how to demonstrate active listening skills and handle phone calls in a professional manner.

You will explain effective communication skills to the new teller (judge) in a role-play to take place at the front desk. The new teller (judge) will begin the role-play by asking you about effective communication. After you have explained effective communications to the new teller (judge) and have answered the new teller's (judge's) questions, the new teller (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 Situation 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 SITUATION CHARACTERIZATION

You are to assume the role of a newly hired currency exchange teller at TRAVEL CHANGE, a foreign currency exchange company. You will be meeting with another currency exchange teller (participant) to discuss communication skills.

TRAVEL CHANGE has hundreds of locations around the world. Customers can exchange currencies and purchase foreign currencies at each location..

The TRAVEL CHANGE location you work at is in a large metropolitan area in the United States that is a destination for many foreign tourists. Most often, customers visiting your location want to exchange their foreign currency to United States Dollars (USD). Currency exchange tellers at your TRAVEL CHANGE location work with many customers each day that do not speak English at all, or have limited knowledge of the language. It is important that all employees are effective in communicating with all customers.

As a new employee, you will meet with another currency exchange teller (participant) to learn how to effectively communicate with all customers, even those that do not speak English. The teller (participant) will explain how to demonstrate active listening skills and handle phone calls in a professional manner.

The currency exchange teller (participant) will explain effective communications to you in a role-play to take place at the front desk. You will begin the role-play by asking about effective

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

1. How can our employees' communication skills positively and negatively impact a business?
2. What are some strategies I can utilize to interpret nonverbal cues from customers who speak an unfamiliar language.?
3. How can I adapt my communication style when interacting with customers with whom we have a language barrier?

After the currency exchange teller (participant) has explained effective communication and has answered your questions, you will conclude the role-play by thanking the currency exchange teller (participant).

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

Answers will vary but should demonstrate a basic understanding of the concepts.

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 70-89th 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 50-69th 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 0-49th percentile of business personnel performing this performance indicator.



PRINCIPLES OF FINANCE, 2019

Participant: _____

JUDGE'S EVALUATION FORM
DISTRICT EVENT

I.D. Number: _____

INSTRUCTIONAL AREA
Communication Skills

Did the participant:

| Did the participant: | | Little/No Value | Below Expectations | Meets Expectations | Exceeds Expectations | Judged Score |
|---------------------------------------|--|-----------------|--------------------|--------------------|----------------------|--------------|
| PERFORMANCE INDICATORS | | | | | | |
| 1. | Explain the nature of effective verbal communications? | 0-1-2-3-4-5 | 6-7-8-9-10 | 11-12-13-14 | 15-16-17-18 | |
| 2. | Explain communication techniques that support and encourage a speaker? | 0-1-2-3-4-5 | 6-7-8-9-10 | 11-12-13-14 | 15-16-17-18 | |
| 3. | Interpret other's nonverbal cues. | 0-1-2-3-4-5 | 6-7-8-9-10 | 11-12-13-14 | 15-16-17-18 | |
| 4. | Demonstrate active listening skills? | 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 | | | | | | |