



**CAREER CLUSTER**

Business Management and Administration

**CAREER PATHWAY**

Human Resource Management

**INSTRUCTIONAL AREA**

Information Management

**HUMAN RESOURCE 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 30 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. Explain the nature of organizational culture.
2. Handle employee complaints and grievances.
3. Assess information needs.
4. Obtain needed information efficiently.
5. Identify and report factors negatively impacting productivity.

## **CASE STUDY SITUATION**

You are the director of human resources at COMPLETE OFFICE SUPPLIES, a company that sells a variety of office supplies to businesses in the community. The company has an office with fifty full-time employees and a warehouse that employs twenty full-time employees and twenty part-time employees.

COMPLETE OFFICE SUPPLIES has a high turn-over rate; this is especially alarming to the president of the company, since the turn-over rate is higher in the office than in the warehouse. It is not uncommon for part-time warehouse workers to find full-time jobs at other places, but full-time office employees often have better retention rates. COMPLETE OFFICE SUPPLIES has a fantastic benefits program, a generous paid leave policy and offers flexible work hours in the summer.

To increase the number of applicants for an open full-time office sales position, you decided to include the job listing on a website the company has not used in the past. CLEARDOOR is a website that has two main functions: the first is to serve as a job search engine, the other as an anonymous site for employees and former employees to review companies and management.

Upon searching for COMPLETE OFFICE SUPPLIES on the CLEARDOOR website, you came across several anonymous employee reviews of the company, none of them positive. The employee reviews were from both past and current employees of the company. The reviews stated that the organization culture at the company was dismal and extremely competitive. Employees looking for high sales commission used sneaky and questionable sales techniques and employees felt if they did not produce high sales volume they were overlooked.

## **YOUR CHALLENGE**

The president of the company was shocked upon reading the reviews. The president feels that before a job listing is posted for any open positions, the organizational culture of COMPLETE OFFICE SUPPLIES needs to be addressed and changed.

The president has asked you to determine how to best facilitate an anonymous employee survey that would address the employees' top complaints and grievances about the company. The president wants you to determine:

- The best channel to distribute the employee survey
- Effective questions to be asked, both direct and open-ended questions
- An incentive for employees to complete the survey
- Best practices in addressing compiled complaints/grievances

The president also wants you to determine what immediate steps should be taken in regard to the "sneaky and questionable sales techniques" referenced in the CLEARDOOR review. Finally, the president wants to know if there are ethical ways to encourage positive employee reviews on CLEARDOOR from current employees.

You will present the information to the president in a meeting to take place in the president's office. Additional executives may accompany the president in the meeting.



**HUMAN RESOURCE MANAGEMENT, 2019**

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

**JUDGE'S EVALUATION FORM**

Sample Event

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

**INSTRUCTIONAL AREA**

Information Management

Did the participant:

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
<b>PERFORMANCE INDICATORS</b>						
1.	Explain the nature of organizational culture?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
2.	Handle employee complaints and grievances?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
3.	Assess information needs?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
4.	Obtain needed information efficiently?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
5.	Identify and report factors negatively impacting productivity?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
<b>PRESENTATION</b>						
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	
<b>TOTAL SCORE</b>						