



CAREER CLUSTER

Business Management and Administration

CAREER PATHWAY

Human Resources Management

INSTRUCTIONAL AREA

Emotional Intelligence

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. Describe the nature of emotional intelligence.
2. Explain the nature of organizational culture.
3. Identify desirable personality traits important to business.
4. Determine learning objectives.
5. Choose learning methods.

CASE STUDY SITUATION

You are the human resources manager for WESHOP, a brand-new grocery shopping and delivery service available through WESHOP's mobile app or the WESHOP website. Much like UBER, WESHOP hires their staff as contractors rather than employees. WESHOP contractors sign into the app and are able to take as many grocery delivery orders as desired each day. WESHOP contractors download a customer's list, do the customer's grocery shopping at the preferred grocery store and then deliver it to the customer.

As WESHOP begins hiring its first round of contractors in each service area, there are several contingencies before a contractor is hired. First, and most important, an applicant must pass a criminal background check. An applicant must also have his/her driving record checked and automobile insurance validated. The applicant's car must be current on all registration and needed inspections. The applicant must also pass a simple test to verify accuracy in the languages he/she stated proficiency.

WESHOP feels that this new service will be applauded by its customers and by grocery store staff. WESHOP takes away the need to have grocery store staff shopping for delivery customers, the WESHOP contractors will do all the needed shopping.

YOUR CHALLENGE

The president of the company feels that in order for the new company to be extremely successful, the WESHOP contractors must have more training. The president is worried about the contractors' direct interactions with the customers. The contractors are able to communicate with the customers if questions arise about products or general inquiries. The contractors also directly communicate with customers when the groceries are delivered to the customer's house or workplace.

The president wants you to determine specific learning objectives for contractor training that will occur immediately after a contractor is hired that will ensure success among the direct interactions between the customer and the contractor. The president also wants you to include specific methods the training will be facilitated among contractors located across the nation.

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

You will receive 2-3 questions from the judge pertaining to the case situation.



HUMAN RESOURCE MANAGEMENT, 2018

Participant: _____

JUDGE'S EVALUATION FORM

State/Provincial Event 2

I.D. Number: _____

INSTRUCTIONAL AREA

Emotional Intelligence

Did the participant:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Describe the nature of emotional intelligence?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
2.	Explain the nature of organizational culture?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
3.	Identify desirable personality traits important to business?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
4.	Determine learning objectives?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
5.	Choose learning methods?	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						