



CAREER CLUSTER

Business Management and Administration

CAREER PATHWAY

Human Resources Management

INSTRUCTIONAL AREA

Human Resources Management

HUMAN RESOURCES 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. Handle employee complaints and grievances.
2. Participate in dispute resolution.
3. Foster the “right” environment for employees.
4. Foster positive working relationships.
5. Manage crises in relationships.

CASE STUDY SITUATION

You are to assume the role of vice president of human resources for WALLACE PRODUCTS, a company that manufactures and markets personal care products. The company has several manufacturing and distribution centers across the nation and a national headquarters office.

There are close to 500 employees that work at the national headquarters office and over 40,000 employees worldwide. The headquarters office has a variety of full-time and part-time workers that lead and assist with the development of branding, promotions, media and public relations and development. Teamwork, both within departments and across departments, is crucial to the success of the company.

WALLACE PRODUCTS has a very precise grievance procedure for all employees to follow regarding harassment, bullying and discrimination. WALLACE PRODUCTS adheres to all federal and state laws pertaining to these matters and the procedures are clearly defined in the employee handbook.

Separate from grievance procedures, the company's employee complaint and conflict policy has been in effect for over fifty years. If an employee takes issue with another employee, but it is not deemed harassment, bullying or discrimination, the affected employee files a complaint with human resources. The human resources officer then meets with the employee and the employee's manager to discuss the complaint. If the human resources officer feels the complaint has strength, the human resources officer then meets with the accused employee and the accused employee's manager. All paperwork is filed in employee records and any necessary disciplinary action is administered and filed.

WALLACE PRODUCTS' employee complaint and conflict policy is antiquated. The procedures in place do not facilitate dispute resolution, but instead cover up the problem. The procedures tend to make both parties feel combative and defensive, which can lead to rudeness, hurt feelings and refusal to work together in the future.

YOUR CHALLENGE

The CEO of WALLACE PRODUCTS has asked you to update the employee complaint and conflict procedures, keeping in mind this does not include grievances for harassment, bullying or discrimination. The CEO wants updates that will lead to employee engagement, higher productivity, better overall morale and stronger employee relationships.

You will present the updated employee complaint and conflict procedures to the CEO in a meeting to take place in the CEO's office. Additional executives may accompany the CEO in the meeting.



HUMAN RESOURCE MANAGEMENT, 2018

Participant: _____

JUDGE'S EVALUATION FORM
ICDC Final

I.D. Number: _____

INSTRUCTIONAL AREA
Human Resources Management

Did the participant:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Handle employee complaints and grievances?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
2.	Participate in dispute resolution?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
3.	Foster the "right" environment for employees?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
4.	Foster positive working relationships?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
5.	Manage crises in relationships?	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						