



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 out-placement procedures and activities used in layoffs.
2. Identify and implement human resources best practices.
3. Explain ethical considerations in providing information.
4. Explain the nature of effective communications.
5. Show empathy for others.

CASE STUDY SITUATION

You are to assume the role of human resources director for GRAYSON APPAREL, a retailer that sells women's and men's apparel. GRAYSON APPAREL has 800 physical store locations across the nation. The company was founded in the early 2000s and quickly became a popular brand of clothing for young men and women. The merchandise sold at Grayson stores is fashionable and affordable, with new merchandise arriving every two weeks.

The headquarters of GRAYSON APPAREL employs close to 200 people that work in a variety of fields: accounting, marketing, sales, buying, merchandising, operations and management. The headquarters' office is considered a great place to work; the building provides childcare services, coffee service, an exercise room and break rooms with gaming systems and large televisions.

Due to an extremely poor year in retail sales, the CEO of GRAYSON APPAREL has been forced to eliminate three positions at the headquarters office. The termination will be effective at the end of the fiscal year, which coincides with the end of the calendar year: December 31st.

YOUR CHALLENGE

There has been heavy speculation about the possibility of employee termination among the staff, creating an atmosphere of insecurity and worry among the 200 employees. The CEO has asked for your help with best practices leading up to and during the termination process. The CEO would like you to share your thoughts on the following:

- Should upper management confirm the rumors of employee termination?
- Should the employees facing termination be told before the holidays for planning purposes or told after the holidays so that the news does not disrupt festivities?
- How should the managers that will be communicating the termination prepare?
- What should or should not be said during the termination process?
- How can GRAYSON APPAREL help with out-placement?
- How can GRAYSON APPAREL take care of remaining staff that may feel saddened, angry or experience guilt due to the terminations?

You will present the best practices 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 Preliminary

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 out-placement procedures and activities used in layoffs?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
2.	Identify and implement human resources best practices?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
3.	Explain ethical considerations in providing information?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
4.	Explain the nature of effective communications?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
5.	Show empathy for others?	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						