



CAREER CLUSTER

Business Management & Administration

CAREER PATHWAY

Human Resources Management

INSTRUCTIONAL AREA

Communication Skills

HUMAN RESOURCES MANAGEMENT SERIES 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 demonstrate the 21st Century Skills and 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.
- Problem Solving – Make judgments and decisions, and solve problems.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

- Maintain confidentiality in dealing with personnel.
- Explain the nature of staff communication.
- Choose and use appropriate channel for workplace communication.
- Explain the nature of effective written communications.
- Explain the nature of effective verbal communications.

EVENT SITUATION

You are to assume the role of the human resources specialist for MIDDLE TOWN HOSPITAL. The president of the hospital (judge) has asked you to determine an effective method to collect employee feedback.

The president of MIDDLE TOWN HOSPITAL (judge) is concerned due to the high level of turnover among the medical, administrative, and auxiliary staff at the hospital and clinics. While open communication has always been considered an important cornerstone of the hospital system, many employees feel intimidated to voice concerns.

The president (judge) feels that when employees stop voicing their opinions and concerns or they stop caring enough to give feedback, that is when employees disengage and look for other employment. The president (judge) wants all employees to feel comfortable and confident voicing their concerns and opinions and has asked you to determine an effective method to collect that information. The president (judge) wants employees to have the option of remaining anonymous and the option of written or verbal feedback.

You must decide how the hospital system can best collect employee feedback and opinions and how to communicate the new feedback system to all employees.

You will present your ideas to the president (judge) in a role-play to take place in the president's (judge's) office. The president (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have presented ideas and have answered the president's (judge's) questions, the president (judge) will conclude the role-play by thanking you for your work.

JUDGE INSTRUCTIONS

DIRECTIONS, PROCEDURES AND JUDGE ROLE

In preparation for this event, you should review the following information with your event manager and other judges:

1. Procedures, 21st Century Skills and Performance Indicators
2. Event Situation
3. Judge Role-Play Characterization
Allow the participants to present their ideas without interruption, unless you are asked to respond. 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.
4. Judge Evaluation Instructions and Judge Evaluation Form
Please use a critical and consistent eye in rating each participant.

JUDGE ROLE-PLAY CHARACTERIZATION

You are to assume the role of the president of MIDDLE TOWN HOSPITAL. You have asked the human resources specialist (participant) to determine an effective method to collect employee feedback.

You are concerned due to the high level of turnover among the medical, administrative, and auxiliary staff at the hospital and clinics. While open communication has always been considered an important cornerstone of the hospital system, many employees feel intimidated to voice concerns.

You feel that when employees stop voicing their opinions and concerns or they stop caring enough to give feedback, that is when employees disengage and look for other employment. You want all employees to feel comfortable and confident voicing their concerns and opinions and have asked the human resources specialist (participant) to determine an effective method to collect that information. You want employees to have the option of remaining anonymous and the option of written or verbal feedback.

The human resources specialist (participant) must decide how the hospital system can best collect employee feedback and opinions and how to communicate the new feedback system to all employees.

The participant will present information to you in a role-play to take place in your office. You will begin the role-play by greeting the participant and asking to hear about his/her ideas.

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

1. Why is employee feedback as important as customer feedback?
2. Why is it important that employee feedback be kept confidential?

Once the human resources specialist (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the human resources specialist (participant) for the work.

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

EVALUATION INSTRUCTIONS

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



**HUMAN RESOURCES MANAGEMENT SERIES
2020**

JUDGE'S EVALUATION FORM
DISTRICT EVENT #1

Participant: _____

ID Number: _____

INSTRUCTIONAL AREA:
Communication Skills

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Maintain confidentiality in dealing with personnel?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Explain the nature of staff communication?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Choose and use appropriate channel for workplace communication?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Explain the nature of effective written communications?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Explain the nature of effective verbal communications?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
21st CENTURY SKILLS						
6.	Reason effectively and use systems thinking?	0-1	2-3	4	5-6	
7.	Make judgments and decisions, and solve problems?	0-1	2-3	4	5-6	
8.	Communicate clearly?	0-1	2-3	4	5-6	
9.	Show evidence of creativity?	0-1	2-3	4	5-6	
10.	Overall impression and responses to the judge's questions	0-1	2-3	4	5-6	
TOTAL SCORE						