



**CAREER CLUSTER**

Business Management & Administration

**CAREER PATHWAY**

Human Resources Management

**INSTRUCTIONAL AREA**

Emotional Intelligence

**HUMAN RESOURCES MANAGEMENT SERIES EVENT**

**PARTICIPANT INSTRUCTIONS**

- The event will be presented to you through your reading of the 21<sup>st</sup> 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 21<sup>st</sup> 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.

**21<sup>st</sup> 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**

- Explain the nature of organizational culture.
- Facilitate employee learning.
- Foster positive working relationships.
- Evaluate learning.
- Assess long-term value and impact of actions on others.

## EVENT SITUATION

You are to assume the role of human resources specialist at CORBIN & ASSOCIATES, a financial consulting firm. The director of human resources (judge) has asked you to explore a new concept during new employees onboarding process.

CORBIN & ASSOCIATES is a large firm with over 500 employees. The human resources personnel work with department supervisors consistently to fill open positions. New employees attend two full days of training and then meet with direct supervisors weekly during their 90-day onboarding process.

The director of human resources (judge) feels it would benefit both the new employee and the company if a new hire is assigned to an onboarding buddy during the process. The onboarding buddy would be a CORBIN & ASSOCIATES employee that has at least five years of service. The onboarding buddy would be able to help the new hire with learning the organizational culture.

The director of human resources (judge) wants you to explore the new onboarding buddy concept and determine the following:

- How many times should the new hire and onboarding buddy meet in the 90-day process?
- Should the relationship last longer than 90 days? Why or why not?
- How will the onboarding buddy be different than the direct supervisor?
- How can we evaluate the onboarding buddy program to identify strengths/weaknesses?

You will present your ideas to the director of human resources (judge) in a role-play to take place in the director's (judge's) office. The director of human resources (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have presented ideas and have answered the director's (judge's) questions, the director of human resources (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, 21<sup>st</sup> 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 director of human resources at CORBIN & ASSOCIATES, a financial consulting firm. You have asked the human resources specialist (participant) to explore a new concept during new employees onboarding process.

CORBIN & ASSOCIATES is a large firm with over 500 employees. The human resources personnel work with department supervisors consistently to fill open positions. New employees attend two full days of training and then meet with direct supervisors weekly during their 90-day onboarding process.

You feel it would benefit both the new employee and the company if a new hire is assigned to an onboarding buddy during the process. The onboarding buddy would be a CORBIN & ASSOCIATES employee that has at least five years of service. The onboarding buddy would be able to help the new hire with learning the organizational culture.

You want the human resources specialist (participant) to explore the new onboarding buddy concept and determine the following:

- How many times should the new hire and onboarding buddy meet in the 90-day process?
- Should the relationship last longer than 90 days? Why or why not?
- How will the onboarding buddy be different than the direct supervisor?
- How can we evaluate the onboarding buddy program to identify strengths/weaknesses?

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. What qualities would make a good buddy?
2. What are the benefits of having the company pay for buddies to have lunch together outside of the office periodically?

3. What negative consequences on organizational culture, if any, could occur as a result of this new program?

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.

<b>Level of Evaluation</b>	<b>Interpretation Level</b>
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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> percentile of business personnel performing this performance indicator.



**HUMAN RESOURCES MANAGEMENT SERIES  
2020**

**JUDGE'S EVALUATION FORM**  
DISTRICT EVENT #2

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

ID Number: \_\_\_\_\_

**INSTRUCTIONAL AREA:**  
Emotional Intelligence

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	
2.	Facilitate employee learning?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Foster positive working relationships?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Evaluate learning?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Assess long-term value and impact of actions on other?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
<b>21<sup>st</sup> CENTURY SKILLS</b>						
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	
<b>TOTAL SCORE</b>						