



CAREER CLUSTER

Business Management & Administration

CAREER PATHWAY

Human Resources Management

INSTRUCTIONAL AREA

Human Resources Management

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

- Discuss factors that impact human resources management.
- Describe planning techniques used in the hiring process (e.g., succession planning, forecasting, etc.).
- Describe marketing functions and related activities.
- Discuss actions employees can take to achieve the company's desired results.
- Explain contingency factors affecting job offer.

EVENT SITUATION

You are to assume the role of the director of human resources for HOME SUCCESS, a home improvement retail chain. The chief human resources officer (judge) wants you to plan a seasonal job hiring event that local HOME SUCCESS stores can implement.

Each year, HOME SUCCESS looks to hire 65,000 seasonal employees for the busy spring season. Both part-time and full-time seasonal employees are needed and over half of last year's seasonal employees transitioned to permanent jobs with HOME SUCCESS.

HOME SUCCESS has encountered setbacks with seasonal hiring in the past due to the low unemployment rates and the chain's biggest competitor also hiring thousands of seasonal employees. This year, HOME SUCCESS is hoping to attract more seasonal employees by offering a bonus program and a 20% store discount.

This spring, seasonal employees are needed to fill the positions of cashiers, stockers and loaders and merchandising associates. No special skills are required, but all HOME SUCCESS employees must pass a background check.

The chief human resources officer (judge) wants you to create a seasonal job hiring event that will market the large number of seasonal job openings at HOME SUCCESS. Your plan for the seasonal job hiring event must be able to be implemented at the local store level.

You will present your ideas to the chief human resources officer (judge) in a role-play to take place in the chief human resources officer's (judge's) office. The chief human resources officer (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have presented ideas and have answered the chief human resources officer's (judge's) questions, the chief human resources officer (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. Participant Instructions, 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 chief human resources officer for HOME SUCCESS, a home improvement retail chain. You want the director of human resources (participant) to plan a seasonal job hiring event that local HOME SUCCESS stores can implement.

Each year, HOME SUCCESS looks to hire 65,000 seasonal employees for the busy spring season. Both part-time and full-time seasonal employees are needed and over half of last year's seasonal employees transitioned to permanent jobs with HOME SUCCESS.

HOME SUCCESS has encountered setbacks with seasonal hiring in the past due to the low unemployment rates and the chain's biggest competitor also hiring thousands of seasonal employees. This year, HOME SUCCESS is hoping to attract more seasonal employees by offering a bonus program and a 20% store discount.

This spring, seasonal employees are needed to fill the positions of cashiers, stockers and loaders and merchandising associates. No special skills are required, but all HOME SUCCESS employees must pass a background check.

You want the director of human resources (participant) to create a seasonal job hiring event that will market the large number of seasonal job openings at HOME SUCCESS. The plan for the seasonal job hiring event must be able to be implemented at the local store level.

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 are the costs the local stores will occur from implementing the event?
2. What is the best method to communicate the hiring event to our local store managers?
3. Should we offer the same hiring incentives to our current employees? Why or why not?

Once the director of human resources (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the director of human resources (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
2021**

JUDGE'S EVALUATION FORM
DISTRICT EVENT #1 - VIRTUAL

Participant: _____

INSTRUCTIONAL AREA:
Human Resources Management

ID Number: _____

Did the participant:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Discuss factors that impact human resources management?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Describe planning techniques used in the hiring process?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Describe marketing functions and related activities?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Discuss actions employees can take to achieve the company's desired results?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Explain contingency factors affecting job offer?	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						