



CAREER CLUSTER

Business Management and Administration

CAREER PATHWAY

Human Resources Management

INSTRUCTIONAL AREA

Emotional Intelligence

HUMAN RESOURCES MANAGEMENT SERIES EVENT

PARTICIPANT INSTRUCTIONS

PROCEDURES

1. The event will be presented to you through your reading of these instructions, including the Performance Indicators and Event Situation. You will have up to 10 minutes to review this information to determine how you will handle the role-play situation and demonstrate the performance indicators of this event. During the preparation period, you may make notes to use during the role-play situation.
2. You will have up to 10 minutes to role-play your situation with a judge (you may have more than one judge).
3. You will be evaluated on how well you meet the performance indicators of this event.
4. Turn in all your notes and event materials when you have completed the role-play.

PERFORMANCE INDICATORS

1. Determine issues impacting human-resources development.
2. Foster positive working relationships.
3. Maintain collaborative partnerships with colleagues.
4. Explain the impact of political relationships within an organization.
5. Demonstrate problem-solving skills.



EVENT SITUATION

You are to assume the role of human resources manager at UNLIMITED, a large advertising firm. The president of the company (judge) has asked you to prepare a presentation for team managers that will address a unique staffing situation.

UNLIMITED operates in one of the largest cities in the country and boasts close to 200 clients. The company has been in business since the 1920s and has a reputation of prestige and sophistication. UNLIMITED'S staff grows each year, with the current total reaching 500 employees.

Staff at UNLIMITED work in teams, with a team manager directing work loads, administrative needs, managing each project and team member relationships. In the past, team managers have typically been senior members of the staff, older than the other members of the team. Times have now changed and team managers may be younger than other members of the team.

Due to changes in the economy, many older people who were close to retirement or at retirement age have put off those plans and have chosen to stay in the workforce. This has led to a very unique work environment. Employees at UNLIMITED make up several generations; there are currently employees in their 20s, 30s, 40s, 50s and 60s. Teams are commonly made up of multiple generations and UNLIMITED has team managers from all generations.

Because of this unique work environment, the company president (judge) has asked you to put together a presentation for team managers. The presentation must detail the diverse work environment, how to recognize and reconcile differences, how to make the diversity more valuable to the team and how to prepare themselves and their team members.

You will present the information for the presentation to the company 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 welcoming you and asking to hear your ideas. After you have presented the information and have answered the president (judge's) questions, the president (judge) will conclude the role-play by thanking you for your work.

JUDGE'S INSTRUCTIONS

DIRECTIONS, PROCEDURES AND JUDGE'S ROLE

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

1. Procedures
2. Performance Indicators
3. Event Situation
4. Judge Role-play Characterization
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.
5. Judge's Evaluation Instructions
6. Judge's Evaluation Form
Please use a critical and consistent eye in rating each participant.

JUDGE ROLE-PLAY CHARACTERIZATION

You are to assume the role of president of UNLIMITED, a large advertising firm. You have asked the human resources manager (participant) to prepare a presentation for team managers that will address a unique staffing situation.

UNLIMITED operates in one of the largest cities in the country and boasts close to 200 clients. The company has been in business since the 1920s and has a reputation of prestige and sophistication. UNLIMITED'S staff grows each year, with the current total reaching 500 employees.

Staff at UNLIMITED work in teams, with a team manager directing work loads, administrative needs, managing each project and team member relationships. In the past, team managers have typically been senior members of the staff, older than the other members of the team. Times have now changed and team managers may be younger than other members of the team.

Due to changes in the economy, many older people who were close to retirement or at retirement age have put off those plans and have chosen to stay in the workforce. This has led to a very unique work environment. Employees at Unlimited make up several generations; there are currently employees in their 20s, 30s, 40s, 50s and 60s. Teams are commonly made up of multiple generations and Unlimited has team managers from all generations.

Because of this unique work environment, you have asked the human resources manager (participant) to put together a presentation for team managers. The presentation must detail the

diverse work environment, how to recognize and reconcile differences, how to make the diversity more valuable to the team and how to prepare themselves and their team members.

The human resources manager (participant) will present the information for the presentation to you in a role-play to take place in your office. You will begin the role-play by welcoming the human resources manager (participant) and asking to hear his/her ideas.

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

1. Do you think calling attention to age differences is better than just ignoring the differences?
2. Why is it important to address potential issues before they occur?
3. What are examples of ageism?

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

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

JUDGE'S EVALUATION INSTRUCTIONS

Evaluation Form Information

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 being 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 chairperson 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,
2015**

Participant: _____

I.D. Number: _____

**JUDGE'S EVALUATION FORM
SAMPLE SCENARIO 2015**

**INSTRUCTIONAL AREA
Emotional Intelligence**

Did the participant:

Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
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PERFORMANCE INDICATORS

	Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
1. Determine issues impacting human-resources development?	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
2. Foster positive working relationships?	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
3. Maintain collaborative partnerships with colleagues?	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
4. Explain the impact of political relationships within an organization?	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
5. Demonstrate problem-solving skills?	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
6. Reason effectively, use systems thinking, make judgments and decisions, and solve problems?	0-1-2-3	4-5-6	7-8	9-10	
7. Overall impression and responses to the judge's questions	0-1-2-3	4-5-6	7-8	9-10	
TOTAL SCORE					