



CAREER CLUSTER
Business Management and Administration

INSTRUCTIONAL AREA
Emotional Intelligence

PRINCIPLES OF BUSINESS MANAGEMENT AND ADMINISTRATION 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 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.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

1. Explain the concept of leadership.
2. Develop an achievement orientation.
3. Inspire others.
4. Enlist others in working toward a shared vision.

EVENT SITUATION

You are to assume the role of a front desk worker at FAMILY MEDICAL CLINIC, a local medical clinic with five practicing physicians. A coworker (judge) has questioned you about an item on the annual employee evaluation and has asked you to explain its validity.

Front desk workers at FAMILY MEDICAL CLINIC have several responsibilities: greeting patients and visitors to the practice, checking in patients for appointments, collecting co-pays and fees, updating patient information, answering phone calls, directing visitors and printing all forms and documents needed by physicians, nurses or patients. Front desk workers are an important part of keeping the practice running smoothly.

Annual employee evaluations will be happening soon. In anticipation, supervisors have given employees a copy of the evaluation form to review. A coworker (judge) has read over the employee evaluation form and is wondering why front desk workers will be evaluated on leadership skills. Front desk workers are not in supervisory roles, so the coworker (judge) is uncertain how a nonsupervisory employee can demonstrate leadership skills.

You will explain how front desk workers at FAMILY MEDICAL CLINIC can demonstrate leadership skills to the coworker (judge) in a role-play to take place at the front desk. The coworker (judge) will begin the role-play by greeting you and asking to hear about leadership. After you have explained how front desk workers can demonstrate leadership skills and have answered the coworker's (judge's) questions, the coworker (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. 21st Century Skills and Performance Indicators
3. Event Situation
4. Judge Situation 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 SITUATION CHARACTERIZATION

You are to assume the role of a front desk worker at FAMILY MEDICAL CLINIC, a local medical clinic with five practicing physicians. You have questioned a coworker (participant) about an item on the annual employee evaluation and have asked the coworker (participant) to explain its validity.

Front desk workers at FAMILY MEDICAL CLINIC have several responsibilities: greeting patients and visitors to the practice, checking in patients for appointments, collecting co-pays and fees, updating patient information, answering phone calls, directing visitors and printing all forms and documents needed by physicians, nurses or patients. Front desk workers are an important part of keeping the practice running smoothly.

Annual employee evaluations will be happening soon. In anticipation, supervisors have given employees a copy of the evaluation form to review. You have read over the employee evaluation form and are wondering why front desk workers will be evaluated on leadership skills. Front desk workers are not in supervisory roles, so you are uncertain how a nonsupervisory employee can demonstrate leadership skills.

The participant will explain how front desk workers can demonstrate leadership skills to you in a role-play to take place at the front desk. You will begin the role-play by greeting the participant and asking to hear about leadership skills.

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

1. Why is it important for an employee to have leadership skills?
2. How can an employee lacking in leadership skills improve?

Once the coworker (participant) has explained leadership and has answered your questions, you will conclude the role-play by thanking the coworker (participant) for the work.

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

Answers will vary but should demonstrate a basic understanding of the concepts.

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.



PRINCIPLES OF BUSINESS MANAGEMENT AND ADMINISTRATION, 2018

Participant: _____

I.D. Number: _____

JUDGE'S EVALUATION FORM

INSTRUCTIONAL AREA

Emotional Intelligence

Did the participant:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain the concept of leadership?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
2.	Develop an achievement orientation?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
3.	Inspire others?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
4.	Enlist others in working toward a shared vision?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
21st CENTURY SKILLS						
5.	Reason effectively and use systems thinking?	0-1	2-3	4-5	6-7	
6.	Communicate clearly?	0-1	2-3	4-5	6-7	
7.	Show evidence of creativity?	0-1	2-3	4-5	6-7	
8.	Overall impression and responses to the judge's questions	0-1	2-3	4-5	6-7	
TOTAL SCORE						