



CAREER CLUSTER

Finance

INSTRUCTIONAL AREA

Emotional Intelligence

PRINCIPLES OF FINANCE 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. Describe the nature of emotional intelligence.
2. Identify desirable personality traits important to business.
3. Respect the privacy of others.
4. Foster positive working relationships.

EVENT SITUATION

You are to assume the role of a bank teller at SMALL CITY BANK, a local banking institution in a city of 10,000 people. You work with three other bank tellers, one of them is a new hire. The new bank teller (judge) has asked you to talk about the non-financial aspects of the job.

While SMALL CITY BANK is located in a small town, it services the financial needs of a majority of citizens of the town and the surrounding region. Everyday the lobby is full of bank customers waiting in line to deposit or withdraw money, pay on a line of credit, apply for a line of credit or open new accounts. The bank offers savings accounts, certificates of deposits and low interest rates on automobile, housing and personal loans.

The new bank teller (judge) has completed the appropriate industry-related training involved with starting a job as a bank teller. The new bank teller (judge) has asked you to explain other, softer skills, the job entails. The new bank teller (judge) wants to know about communications among bank customers and employees and how positive relationships are made among both.

You will explain your knowledge of emotional intelligence to the new bank teller (judge) in a role-play to take place at the bank counter. The new bank teller (judge) will begin the role-play by asking you about soft skills. After you have given the new bank teller (judge) an explanation and have answered the new bank teller's (judge's) questions, the new bank teller (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 new bank teller at SMALL CITY BANK, a local banking institution in a city of 10,000 people. You work with three other bank tellers. You have asked one of the bank tellers (participant) to talk about the non-financial aspects of the job.

While SMALL CITY BANK is located in a small town, it services the financial needs of a majority of citizens of the town and the surrounding region. Everyday the lobby is full of bank customers waiting in line to deposit or withdraw money, pay on a line of credit, apply for a line of credit or open new accounts. The bank offers savings accounts, certificates of deposits and low interest rates on automobile, housing and personal loans.

You have completed the appropriate industry-related training involved with starting a job as a bank teller. You have asked one of the other bank tellers (participant) to explain other skills the job entails. You want to know about communications among bank customers and employees and how positive relationships are made among both.

Your coworker (participant) will explain knowledge of emotional intelligence to you in a role-play to take place in your office. You will begin the role-play by asking about emotional intelligence. During the course of the role-play you are to ask the following questions of each participant:

1. Why is having good emotional skills as important as good financial skills?
2. Why do bank customers care so much about confidentiality?

After your coworker (participant) has given you an explanation and has answered your questions, you will conclude the role-play by thanking your coworker (participant).

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 FINANCE, 2018

Participant: _____

JUDGE'S EVALUATION FORM

I.D. Number: _____

INSTRUCTIONAL AREA

Emotional Intelligence

Did the participant:

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Describe the nature of emotional intelligence?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
2.	Identify desirable personality traits important to business?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
3.	Respect the privacy of others?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
4.	Foster positive working relationships?	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						