



CAREER CLUSTER

Business Management and Administration

CAREER PATHWAY

Human Resource Management

INSTRUCTIONAL AREA

Operations

HUMAN RESOURCE MANAGEMENT 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. Explain how human resources management participates in a company's strategic planning process
2. Describe ways that businesses build positive employer-employee relationships
3. Develop an achievement orientation
4. Assess effectiveness of employee-relations activities
5. Motivate team members

EVENT SITUATION

You are to assume the role of the **Human Resource Assistant** at **Star Network**, a satellite television provider. The **Human Resource Manager** (judge) has asked you to implement an incentive program that recognizes outstanding employee service each month.

Star Network is the third largest provider of satellite television. The company has a large regional sales force, a centralized customer service department, and technicians located throughout the Midwest. Each district of the organization is overseen by a district manager. Overall, the company employs approximately 10,000 employees.

District, regional, and corporate managers have all expressed a lack of morale with employees throughout the company. Managers have fielded several complaints from employees suggesting that the corporation does not recognize or reward employees for doing anything extraordinary. Some individuals upon their exit interviews mentioned that they were going to a competitor because in their long service were never recognized for going above and beyond.

The Human Resource Manager (judge) believes that one solution to this problem would be to develop some sort of “Employee of the Month” or other employee recognition program to help encourage and reward a positive working environment. This had been tried before, but there was very little interest from managers to nominate employees. Employees did not appreciate being honored, especially since the company kept choosing the same few employees that were nominated.

You have been asked to develop and present a recognition program plan to the Human Resource Manager (judge) in a role-play to take place in the manager’s (judge’s) office. The Human Resource Manager (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have explained your plan, how you would implement the recognition program and have answered the Human Resource Manager’s (judge’s) questions, the manager (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 the **Human Resource Manager** at **Star Network**, a satellite television provider. You have asked your **Human Resource Assistant** (participant) to implement an incentive program that recognizes outstanding employee service each month.

Star Network is the third largest provider of satellite television. The company has a large regional sales force, a centralized customer service department, and technicians located throughout the Midwest. Each district of the organization is overseen by a district manager.

District, regional, and corporate managers have all expressed a lack of morale with employees throughout the company. Managers have fielded several complaints from employees suggesting that the corporation does not recognize or reward employees for doing anything extraordinary. Some individuals upon their exit interviews mentioned that they were going to a competitor because in their long service were never recognized for going above and beyond.

You, the Human Resource Manager (judge) believes that one solution to this problem would be to develop some sort of "Employee of the Month" or other employee recognition program to help encourage and reward a positive working environment. This had been tried before, but there was very little interest from managers to nominate employees. Employees did not appreciate being honored, especially since the company kept choosing the same few employees that were nominated.

You have asked the Human Resource Assistant (participant) to develop and present a recognition program plan 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. In what ways would this recognition program benefit Star Network?

Possible answers:

- *The act of recognizing desired behavior increases the repetition of the desired behavior which increases individual productivity.*
- *Greater employee satisfaction and enjoyment of work means more time spent focusing on the job and less time complaining.*
- *Direct performance feedback for individuals and teams is provided.*
- *Higher loyalty and satisfaction from customers with satisfied employees.*
- *Teamwork between employees is enhanced.*
- *Retention of quality employees increases; lower employee turnover prevents huge cost.*
- *Better safety records and fewer costly accidents on the job.*
- *Lower negative effects such as absenteeism and stress.*

2. How would you implement this program so that it would continue following initial interest?

Possible answers:

- *Choose an incentive that is desirable and adequately recognizes employees.*
- *Create a systematic program that encourages managers and others to nominate employees.*
- *Develop a promotional plan keeping the interest of all employees.*
- *Develop a training program for managers demonstrating the importance of sustaining an employee recognition program.*

3. How would you sustain this program in a cost-effective yet meaningful way?

Possible answers:

- *Create displays that and/or emails that remind employees about the program.*
- *Offer something to the employee that nominates another employee.*
- *Change the recognition incentive with the seasons or do something like a spin of the wheel for incentive (parking vs. extra day off vs. gift certificate.)*
- *Design it so the nominated employee nominates the next employee.*

Once the Human Resource Assistant (participant) has presented their monthly recognition plan and has answered your questions, you will conclude the role-play by thanking the Human Resource Assistant (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 RESOURCE MANAGEMENT, 2015

Participant: _____

JUDGE'S EVALUATION FORM
DISTRICT EVENT

I.D. Number: _____

INSTRUCTIONAL AREA: Operations

Did the participant:

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain how human resources management participates in a company's strategic planning process	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
2.	Describe ways that businesses build positive employer-employee relationships	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
3.	Develop an achievement orientation	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
4.	Assess effectiveness of employee-relations activities	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
5.	Motivate team members	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						