CAREER CLUSTER
Business Management & Administration

CAREER PATHWAY
Human Resources Management

INSTRUCTIONAL AREA
Human Resources Management

HUMAN RESOURCES 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. Describe planning techniques used in the hiring process

2. Explain assessment methods used in the hiring process

3. Explain contingency factors affecting job offer. (e.g., background checks, drug tests, physical results, etc.)

4. Track job applicants

5. Administer and interpret employee selection tests

EVENT SITUATION

You are to assume the role of HUMAN RESOURCE MANAGER at SYSTEM DESIGNS, a progressive software company. Mr./Ms. Jones, the CEO of the company (judge) has asked you to screen the top five software intern applicants and recommend the two best candidates to offer a second interview.

The job description and qualifications for the software intern is as follows:

Job Description
Intern will work directly with the technical teams. Their role would be working mainly with the teams who develop building management software for large scale industrial clients. Initial job would involve software screen layouts and configuration. As the technical skillset of the candidate grew, they would be moved into more programming oriented tasks.

This is a position does not require the candidate to have previous experience in regards to the work they will be performing. The candidate will be trained in technologies and tools they need to complete their work. The candidate must be able to work well with a team and have an eagerness to learn. Candidates should have an eye for detail and be task oriented.

Basic Job Duties
- Design, configure, and document software screens based on a specification
- Work directly with System Designs software engineers
- Attend design and software review meetings
- Create and edit user documentation

Required Education/Experience: High School Diploma or equivalent and 1 year of related experience is required. Experience gained through degree work can substitute for industry experience.

Required Skills
- Must be computer literate
- Must be able to type a minimum of 30wpm with NO errors
- Have a good working knowledge or search engines, Microsoft Windows and Microsoft Office
- Ability to adhere to a project schedule

The top five candidates that need to be further screened are Michael, Jessica, Anthony, Tyler, and Kim. A brief summary of their backgrounds are below:

Michael
Michael is a high school graduate with 8 months experience working at a computer repair company. He submitted a resume with grammatical errors and no cover letter. Upon the completion of the required typing test, Michael could type 65 wpm but had numerous mistakes. When checking references, his former manager said that Michael was extremely knowledgeable

with regards to computer repairs and software skills. The manager was not very forthcoming, but suggested that Michael was late finishing customer repairs and sometimes got argumentative with customers and staff.

Jessica
Jessica has both a high school and associate degree in culinary arts. It is clear that she has computer skills be she has written a very long cover letter with a two page resume. Her resume includes numerous restaurant jobs that she held during her high school and technical school years. Each of her employers spoke highly of her work effort and willingness to learn. She types about 35 wpm.

Anthony
Anthony is a high school graduate with a year's experience as an administrative assistant and types 70 wpm. He submitted a brief, to-the-point, cover letter with a well written resume. His former boss said that Anthony stayed on task and was good about completing projects in a timely manner. He needs a lot of instructions to complete tasks, but is willing to learn.

Tyler
Tyler has a 4-year degree in computer programming, but no work experience. He dropped off a resume without a cover letter and the resume was a half-page because he had no work experience. His education seems extensive, but so does his partying. Upon reviewing him on social media, you found that he spends a lot of time partying and actually jokingly complains that getting a job is going to cut into her party time. He never showed up for the scheduled typing test.

Kim
Kim has graduated high school and has six months experience working at another software programming company. She has a well written resume and cover letter. She only types 22 wpm, but makes no errors. Her former boss says that she is extremely smart, but slow. Her boss thought she spent a bit too much time on her phone and caught her several times on social media. Her social media profiles also show that she spends a lot of time posting and the nature of her posts are often mean and it seems like there is a lot of drama in her life.

Mr./Ms. Jones would like you to share your recommendations, but would also like to know the following:
- Reasons for selection/recommendation
- Process that you went through to screen candidates
- What you would do to further screen applicants if you are unsure about any candidates
- What questions you would ask in the second interview

You will share your recommendations and ideas with Mr./Ms. Jones (judge), the CEO of the company in a meeting to take place in the his/her office. The CEO will begin the meeting by greeting you and asking to hear your ideas. After you have shared your suggestions and have answered his/her questions, Mr./Ms. Jones will conclude the meeting by thanking you for your recommendation.

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 Mr./Ms. Jones, the CEO at SYSTEM DESIGNS, a progressive software company. You have asked your Human Resource Manager (participant) to screen the top five software intern applicants and recommend the two best candidates to offer a second interview.

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- What questions you would ask in the second interview

Your team member (participant) will share his/her recommendations and ideas in a meeting to take place in your office. You will begin the meeting by greeting you and asking to hear your ideas.

Judge Questions/Possible Solutions

During the course of the meeting you are to ask the following questions of each participant:

1. What do you feel is the most important information when selecting a candidate for this position?
    a. *Possible solution: While everyone will have different ideas about what is important, there are some details to keep in mind:*
        - *The criteria doesn't require the intern to be an expert in computers. They are just expected to have basic computer skills. It may be more important to demonstrate a willingness to learn.*
        - *The job has to do with keying in computer programming so it is a good idea to choose someone with the ability to type with no errors*
        - *There is mention of ability to adhere to a project schedule so individuals that are late or have difficulty meeting deadlines may be a red flag*
        - *Social media posts that are negative and don't speak well to the character of the individual should be a red flag*
        - *The candidates history with previous employers can help establish work ethic.*

2. If a candidate doesn't have prior work history, what can we do to get more information about that individual's work ethic?
    a. *Possible Solution: If the individual shared personal references on his/her application or resume, we can follow up with those. If they didn't, we can call the school and maybe speak with a former teacher.*

3. What steps did you take to screen applicants?
    a. *Possible solution: I used the criteria and job description that we discussed in advance and then posted the opportunity at the high school, as well as the technical and four year college in the area. I also posted it on a want ad and on Linked In. After receiving a number of applicant's cover letters and resume's, an assistant and I reviewed the resumes, looking for specific details and narrowed it to 10 interviewees. Those that interviewed with me in which candidates are asked to describe specific examples of their skills.*

        Following the interview, candidates were asked to take a typing test and were explained the criteria for the tests. After candidates left, I narrowed the search to 5 candidates and checked references and ran a social media check. The assistant and I sent letters to applicants that did not receive an interview notifying them that they had not been selected at this time, but we were keeping their resume on file. For the 5 that were interviewed and not selected in the top five, I followed up with a call and thanked them for applying. I will also call the three that we don't select for a follow-up interview soon.

After he/she has shared their suggestions and have answered your questions, you will conclude the meeting by thanking the Human Resource Manager (participant) for his/her 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 70-89th 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 50-69th 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 0-49th percentile of business personnel performing this performance indicator.

WISCONSIN DECA

HUMAN RESOURCES MANAGEMENT, 2017

Participant: _____

I.D. Number: _____

JUDGE'S EVALUATION FORM
DISTRICT EVENT

INSTRUCTIONAL AREA: HUMAN RESOURCES MANAGEMENT

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Describe planning techniques used in the hiring process	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Explain assessment methods used in the hiring process	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Explain contingency factors affecting job offer (e.g., background checks, drug tests, physical results, etc.)	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Track job applicants	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Administer and interpret employee selection tests	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	