



CAREER CLUSTER
Business Management and Administration

INSTRUCTIONAL AREA
Human Resources Management

PRINCIPLES OF BUSINESS MANAGEMENT & ADMINISTRATION 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. Discuss the nature of human resources management
2. Explain the role of ethics in human resources management
3. Describe the use of technology in human resources management
4. Organize information

BUSINESS SITUATION

You are to assume the role of an INTERN for DECA REGIONAL MOVING SERVICES. The company's business model is three years old and was developed as an assignment for a sophomore year college business class by the owner's (judge), Mr./Ms. Lorry. The basic design of the business was the following:

- Utilize U-Haul, a national moving truck rental company, to rent the moving trucks
- Workers doing the boxing and loading of customer's possessions and furniture, drive the truck to the designated location, and do the unloading and unpacking
- No investment needed as the truck rental costs are paid by the customers
- Majority of employees consist of part time/on-call college students

During the owner's junior and senior years in college, he/she was able to run the business from a desk in their apartment. Since graduating from college the owner has moved into a 900 square foot office space and has hired an accountant, marketing person, and an office assistant.

The business has grown beyond expectations, and recently the owner has been struggling with finding enough students to cover all of the jobs that have booked, and staying connected with student employees that are currently employed but are no longer on the college campus. The owner (judge) has asked you to be prepared to discuss the following topics:

- How do most businesses cover their human resource issues?
- What ethical concerns should I be aware of in dealing with my employees?
- Is there some type of technology available that would make scheduling and staying in contact with my employees easier?

The presentation will take place in the owner's (judge) office. Mr./Ms. Lorry will begin the conversation by greeting you and asking to hear your ideas. Following your explanation, he/she will ask you to respond to additional questions. After you have provided your explanation and have answered the owner's questions, he/she will conclude the conversation by thanking you for your presentation.

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. Interview 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 the Mr./Ms. Lorry, the OWNER for DECA REGIONAL MOVING SERVICES. The company's business model is three years old and was developed as an assignment for a sophomore year college business class by the owner's (judge), Mr./Ms. Lorry. The basic design of the business was the following:

- Utilize U-Haul, a national moving truck rental company, to rent the moving trucks
- Workers doing the boxing and loading of customer's possessions and furniture, drive the truck to the designated location, and do the unloading and unpacking
- No investment needed as the truck rentals costs are paid by the customer
- Majority of employees consist of part time/on-call college students

During your (judge) junior and senior years in college, you were able to run the business from a desk in your apartment. Since graduating from college you have moved into a 900 square foot office space, and hired an accountant, marketing person, and an office assistant.

The business has grown beyond your expectations and recently you have been struggling with finding enough students to cover all of the jobs that have booked, and staying connected with student employees that are currently employed but are no longer on the college campus. You have asked the intern (participant) to be prepared to discuss the following topics:

- How do most businesses cover their human resource issues?
- What ethical concerns should I be aware of in dealing with my employees?
- Is there some type of technology available that would make scheduling and staying in contact with my employees easier?

The presentation will take place in your (judge) office. You will begin the conversation by greeting the intern (participant) and asking to hear their ideas. Following their explanation, you will ask them to respond to additional questions. After the intern has provided their explanation and answered your questions, you will conclude the conversation by thanking them their presentation.

Judge Questions/Possible Solutions:

1. How can I get a better handle on expanding and maintaining my workforce?
 - a. *Answers will vary, but participants may mention that the owner could expand their workforce by looking at all sports/activities not just football at the college level. Another option may be to expand the search outside the college campus to area communities.*
2. Do I need to hire a human resource manager?
 - a. *Answers will vary, but participants may mention one of the following options:*
 - *Use the office assistant and/or the accountant to coordinate the human resource piece.*
 - *Owner could continue as the human resource manager with the help of updated technology.*
 - *Put in a long range plan to add a human resource manager when sales reach a certain dollar level.*

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
& ADMINISTRATION, 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.	Discuss the nature of human resources management	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
2.	Explain the role of ethics in human resources management	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
3.	Describe the use of technology in human resources management	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
4.	Organize information	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						