CAREER CLUSTER
Business Management and Administration

INSTRUCTIONAL AREA
Emotional Intelligence

PRINCIPLES OF BUSINESS MANAGEMENT AND 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. Demonstrate ethical work habits

2. Explain the nature of office politics

3. Use conflict resolution strategies

4. Overcome problems and difficulties associated with office politics/ turf wars

BUSINESS SITUATION

You are to assume the role of a CUSTOMER SERVICE REPRESENTATIVE AND TRAINEE AT TECHCELLULAR, a prominent full service wireless carrier that offers customers cell phones, plans, accessories, and related products and services. You are currently working with a new customer service representative, Chris (judge) that has been employed with the company less than six months, as their new employee mentor so that you can train him/her, provide advice, and welcome them to the company.

Within the past few weeks, you have noticed that Chris (judge) has really started to get a handle on all of the job responsibilities that he/she must take care of including greeting customers, having a knowledge base of all of the phone and plan options, communicating that to customers, setting up phones and plans, and dealing with customer inquiries and problems. Chris (judge) mentioned to you that he/she feels confident in their skills and abilities, but that there is one area of his/her work that is making the experience quite negative. An older co-worker, Alex, who has worked at TechCellular for over 15 years has been treating Chris (judge) very poorly. Alex consistently makes derogatory comments toward Chris, takes customers away from Chris and makes comments to the customers that Chris is new and cannot handle their business, dictates how Chris spends his/her time even though Alex is not Chris's boss, and makes Chris feel like he/she is not a valued employee.

Chris told you that he/she thought that they could handle the issue and just brush it off, but now Chris is looking to you for advice on how to handle the situation. In addition, Chris told you that if it doesn't get any better, that they are thinking about leaving the company, even though they enjoy the job and feels successful in their work, because they cannot handle the bullying and harassment anymore. This was told to you in confidence and has asked that you provide them with some advice and suggestions for how to deal with the issue. You told Chris that you would come up with the following ideas and suggestions and present them to him/her at your next mentor meeting:

- A definition of ethical work habits related to harassment/ bullying.
- Insight into the office politics/turf wars that are causing the harassment/bullying and why Alex might be demonstrating these behaviors.
- Advice and suggestions on the following:
    - Coping strategies for the harassment/ bullying.
    - Suggestions for Chris to address the situation with Alex personally.
    - Suggestions for Chris to seek help from upper management.
    - Reassurance for Chris to feel like a valued employee.

You will present your ideas to Chris in a meeting to take place in the conference room of the TechCellular location. You will begin the meeting by greeting Chris and asking them to briefly share what has been going on with their interactions with Alex. Then you will share your information and recommendations to Chris to help them through this situation. After you have presented your ideas and have answered Chris's questions, they will conclude the meeting by thanking you for your help.

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 CHRIS, a NEW CUSTOMER SERVICE REPRESENTATIVE AT TECHCELLULAR, a prominent full service wireless carrier that offers customers cell phones, plans, accessories, and related products and services. You have been employed at Tech Cellular for less than six months and are currently working with a veteran customer service representative (participant) that is serving as your new employee mentor so that they can train you, provide advice, and welcome you to the company.

Within the past few weeks, you have really started to get a handle on all of the job responsibilities that you must take care of including greeting customers, having a knowledge base of all of the phone and plan options, communicating that to customers, setting up phones and plans, and dealing with customer inquiries and problems. You told your customer service representative mentor (participant) that you feel confident in your skills and abilities, but that there is one area of your work that is making the experience quite negative. An older co-worker, Alex, who has worked at TechCellular for over 15 years has been treating you very poorly. Alex consistently makes derogatory comments toward you, takes customers away from you and makes comments to the customers that you are new and cannot handle their business, dictates how you spend your time even though Alex is not your boss, and makes you feel like you are not a valued employee.

You told your customer service representative mentor that you thought you could handle the issue and just brush it off, but now you are looking to you for advice on how to handle the situation. In

addition, you mentioned that if it doesn't get any better you are thinking about leaving the company, even though you enjoy the job and feel successful in your work, because you cannot handle the bullying and harassment anymore. This was shared in confidence and have asked that he/she provide you with some advice and suggestions for how to deal with the issue. The customer service representative mentor told you that he/she would come up with the following ideas and suggestions and present them to you at your next mentor meeting:

- A definition of ethical work habits related to harassment/ bullying.
- Insight into the office politics/ turf wars that are causing the harassment/bullying and why Alex might be demonstrating these behaviors.
- Advice and suggestions on the following:
    - Coping strategies for the harassment/ bullying.
    - Suggestions for you to address the situation with Alex personally.
    - Suggestions for you to seek help from upper management.
    - Reassurance for you to feel like a valued employee.

The customer service representative mentor will present their ideas to you in a meeting to take place in the conference room of the TechCellular location. The customer service representative mentor will begin the meeting by greeting you and asking you to briefly share what has been going on with your interactions with Alex. Then the customer service representative mentor will share their information and recommendations to you to help you through this situation.

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

1. Why is it important to deal with this situation of bullying and harassment in an ethical manner?

    a. *Possible Solutions: Answers may vary based on the participant, but possible answers could include: Dealing with bullying and harassment can be a big hindrance on the performance of employees and ultimately the company itself. If these situations do not get dealt with, it can have a negative impact on the morale of employees, the culture of the company, and the profits and performance of the company. It is important that all employees feel safe and protected from situations like this at work so that they can work to their fullest potential to benefit the company. Stopping this situation by dealing with it correctly can prevent other instances from happening in the future.*

2. What responsibility do I have in this situation and what responsibility does upper management have in this situation?

    a. *Possible Solutions: Answers may vary based on the participant, but possible answers could include: The main responsibility that you have in this situation is to continue to doing your work to the best of your ability and the secondary responsibility is for you to handle the situation in the way that you feel most comfortable whether that is handling the situation on your own or getting upper management involved. Upper management's responsibility is to protect you as an employee and deal with the bullying and harassment according to their protocol so that they can address it, stop it and take any disciplinary action necessary.*

3. Why do office politics/turf wars exist in business?

    a. *Possible Solutions: Answers may vary based on the participant, but possible answers could include: Office politics occur in business largely because we are working with people that have different views, opinions, and ideas on how business should be run. People could be competing for a territorial advantage, pushing hidden agendas, undercutting their peers, or believing they are superior. When this happens no one is focused on organizational goals and they are instead focusing on their personal goals which causes an imbalance in the organization.*

After the customer service representative mentor has presented their ideas and have answered your questions, you will conclude the meeting by thanking the customer service representative mentor for their help.

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.

Performance Indicator Information

1. **Demonstrate ethical work habits**: Workplace ethics and behavior are a crucial part of employment, as both are aspects that can assist a company in its efforts to be profitable. To demonstrate this performance indicator, participants should provide suggestions that are in accordance with the professional rules and standards for acceptable conduct in business.

2. **Explain the nature of office politics**: Workplace politics is the process and behavior in human interactions involving power and authority. It is the use of power and social networking within an organization to achieve changes that benefit the organization or individuals within it. Influence by individuals may serve personal interests without regard to their effect on the organization itself. Some of the personal advantages may include access to tangible assets, or intangible benefits such as status or pseudo-authority that influences the behavior of others. Both individuals and groups may engage in office politics which can be highly destructive, as people focus on personal gains at the expense of the organization. Office politics has also been described as "simply how power gets worked out on a practical, day-to-day basis.

3. **Use conflict resolution strategies**: Conflict resolution strategies are methods and processes that facilitate the peaceful ending of conflict and retribution. There are a variety of conflict resolution strategies that a participant could use but one potential process includes the following steps: Clarify what the disagreement is; Establish a common goal for both parties; Discuss ways to meet the common goal; Determine the barriers to the common goal; Agree on the best way to resolve the conflict; Acknowledge the agreed upon solution and determine the responsibilities each party has in the resolution.

4. **Overcome problems and difficulties associated with office politics/ turf wars**: Potential options to address this performance indicator include typically avoiding the situation, being strategic about how to handle it, and surviving it. Having a plan that addresses the following items can help a person overcome office politics/ turf wars: know the core values of the company and you, identify the short and long term goals and figure out the value of each, and identify how risky office politics and turf wars are. You can also use negotiation techniques and should be non-invasive, assertive and open minded as well as present opinions in a non-threatening way when dealing with office politics and turf wars.

PRINCIPLES OF BUSINESS MANAGEMENT AND ADMINISTRATION, 2018

Participant: _____

I.D. Number: _____

JUDGE'S EVALUATION FORM
DISTRICT EVENT

INSTRUCTIONAL AREA:
Emotional Intelligence

Did the participant:		Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS					
1.	Demonstrate ethical work habits	14-15	16-17	18	
2.	Explain the nature of office politics	14-15	16-17	18	
3.	Use conflict resolution strategies	14-15	16-17	18	
4.	Overcome problems and difficulties associated with office politics/ turf wars	14-15	16-17	18	
21st CENTURY SKILLS					
5.	Reason effectively and use systems thinking?	4	5-6	7	
6.	Communicate clearly?	4	5-6	7	
7.	Show evidence of creativity?	4	5-6	7	
8.	Overall impression and responses to the judge's questions	4	5-6	7	
				TOTAL SCORE	

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