



CAREER CLUSTER

Marketing

INSTRUCTIONAL AREA

Emotional Intelligence

PRINCIPLES OF MARKETING 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 demonstrate the 21st Century Skills and 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

- Describe the nature of ethics.
- Explain reasons for ethical dilemmas.
- Recognize and respond to ethical dilemmas.
- Build trust in relationships.

EVENT SITUATION

You are to assume the role of an employee at INK SPOT, a business that provides printing services. A new coworker (judge) has shown you materials printed for personal use, and you must respond.

INK SPOT prints a variety of materials for various clients and customers throughout the region. A coworker (judge) found a completed set of wedding invitations that did not have an order number or customer name.

Upon investigating the order of wedding invitations, the coworker (judge) noticed that the groom's name on the invitation is the supervisor's son. The supervisor admitted to printing the wedding invitations saying "it's no big deal" that the personal project did not go through proper channels and was not paid for.

Your coworker (judge) does not know how to handle the stack of wedding invitations and has asked for your advice on how to proceed.

You will present the information to the coworker (judge) in a role-play to take place at the business. The coworker (judge) will begin the role-play by asking you about the policy. After you have presented the information to the coworker (judge) and have answered the coworker's (judge's) questions, the coworker (judge) will conclude the role-play by thanking you for the information.

JUDGE INSTRUCTIONS

DIRECTIONS, PROCEDURES AND JUDGE ROLE

In preparation for this event, you should review the following information with your event manager and other judges:

1. Participant Instructions, 21st Century Skills and Performance Indicators
2. Event Situation
3. Judge Role-Play Characterization
Allow the participants to present their ideas without interruption, unless you are asked to respond. 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.
4. Judge Evaluation Instructions and Judge Evaluation Form
Please use a critical and consistent eye in rating each participant.

JUDGE ROLE-PLAY CHARACTERIZATION

You are to assume the role of a new employee at INK SPOT, a business that provides printing services. You have shown a coworker (participant) materials printed for personal use, and they must respond.

INK SPOT prints a variety of materials for various clients and customers throughout the region. You found a completed set of wedding invitations that did not have an order number or customer name.

Upon investigating the order of wedding invitations, you noticed that the groom's name on the invitation is the supervisor's son. The supervisor admitted to printing the wedding invitations saying "it's no big deal" that the personal project did not go through proper channels and was not paid for.

You do not know how to handle the stack of wedding invitations and have asked for a coworker's (participant's) advice on how to proceed.

The participant will present the information to you in a role-play to take place at the business. You will begin the role-play by asking about how to handle the situation.

During the course of the role-play you are to ask the following questions of each participant:

1. What if the supervisor gets upset with me?
2. If the supervisor promises to pay for the order does that make it OK?

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

You are not to make any comments after the event is over except to thank the participant.

EVALUATION INSTRUCTIONS

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 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 director 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 MARKETING 2025

JUDGE'S EVALUATION FORM ASSOCIATION EVENT 2

Participant: _____

INSTRUCTIONAL AREA: Emotional Intelligence

ID Number: _____

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Describe the nature of ethics?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
2.	Explain reasons for ethical dilemmas?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
3.	Recognize and respond to ethical dilemmas?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
4.	Build trust in 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						