



CAREER CLUSTER

Business Management & Administration

CAREER PATHWAY

Human Resources Management

INSTRUCTIONAL AREA

Professional Development

HUMAN RESOURCES MANAGEMENT SERIES 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.
- Problem Solving – Make judgments and decisions and solve problems.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

- Determine the nature of organizational goals.
- Explain the need for ongoing education as a worker.
- Explain possible advancement patterns for jobs.
- Implement employee-development program.
- Explain the nature of staff communication.

EVENT SITUATION

You are to assume the role of the human resources manager for FASHION PLUS, a chain of retailers specializing in young adult apparel. The director of human resources (judge) wants you to explain how an employee scholarship program could help with organizational goals.

FASHION PLUS has over 1,000 locations, most in shopping malls. The stores are popular among young adults, both male and female, for both casual and semi-professional wear. Careers at FASHION PLUS typically start as a part-time or full-time team member at a store. Employees can move up to supervisory roles and assistant store manager positions, then store manager. Store managers can then become district managers and oversee several store locations. Depending on education level, FASHION PLUS also has several positions at the corporate level including merchandising, marketing and management roles.

Most part-time employees at FASHION PLUS stores are high school students. The high school students tend to quit once they leave for college or higher education. The supervisors and assistant store managers feel unprepared for store manager and district manager positions and do not feel comfortable being promoted. In addition, the corporate office is having difficulty finding qualified applicants who understand FASHION PLUS for the upper-level positions.

The director of human resources (judge) thinks that implementing an employee scholarship program would help with organizational hiring goals and with employee development. The director of human resources (judge) wants you to explain how an employee scholarship program for higher education would help FASHION PLUS with hiring goals and employee development. The director of human resources (judge) wants you to also explain how to effectively communicate the program to all staff.

You will present your recommendation to the director of human resources (judge) in a role-play to take place in the director of human resources' (judge's) office. The director of human resources (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have presented ideas and have answered the director of human resources' (judge's) questions, the director of human resources (judge) will conclude the role-play by thanking you for your work.

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 the director of human resources for FASHION PLUS, a chain of retailers specializing in young adult apparel. You want the human resources manager (participant) to explain how an employee scholarship program could help with organizational goals.

FASHION PLUS has over 1,000 locations, most in shopping malls. The stores are popular among young adults, both male and female, for both casual and semi-professional wear. Careers at FASHION PLUS typically start as a part-time or full-time team member at a store. Employees can move up to supervisory roles and assistant store manager positions, then store manager. Store managers can then become district managers and oversee several store locations. Depending on education level, FASHION PLUS also has several positions at the corporate level including merchandising, marketing and management roles.

Most part-time employees at FASHION PLUS stores are high school students. The high school students tend to quit once they leave for college or higher education. The supervisors and assistant store managers feel unprepared for store manager and district manager positions and do not feel comfortable being promoted. In addition, the corporate office is having difficulty finding qualified applicants who understand FASHION PLUS for the upper-level positions.

You think that implementing an employee scholarship program would help with organizational hiring goals and with employee development. You want the human resources manager (participant) to explain how an employee scholarship program for higher education would help FASHION PLUS with hiring goals and employee development. You also want the human resources manager (participant) to explain how to effectively communicate the program to all staff.

The participant will present information 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. How long will it take for us to see if the program is successful in organizational goals?

2. Do we need to mandate that scholarship recipients remain working at FASHION PLUS during their schooling?

Once the human resources manager (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the human resources manager (participant) for the work. 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.



HUMAN RESOURCES MANAGEMENT SERIES 2025

JUDGE'S EVALUATION FORM ASSOCIATION EVENT 1

Participant: _____

ID Number: _____

INSTRUCTIONAL AREA: Professional Development

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Determine the nature of organizational goals?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Explain the need for ongoing education as a worker?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Explain possible advancement patterns for jobs?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Implement employee-development program?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Explain the nature of staff communication?	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						