



**CAREER CLUSTER**

Business Management & Administration

**CAREER PATHWAY**

Human Resources Management

**INSTRUCTIONAL AREA**

Human Resources Management

## **HUMAN RESOURCES MANAGEMENT SERIES EVENT**

### **PARTICIPANT INSTRUCTIONS**

- The event will be presented to you through your reading of the 21<sup>st</sup> 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 21<sup>st</sup> 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.

### **21<sup>st</sup> CENTURY SKILLS**

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- 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**

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- Explain the nature of human resources management.
- Discuss factors that impact human resources management.
- Describe planning techniques used in the hiring process.
- Explain assessment method used in the hiring process.
- Demonstrate connections between company actions and results.

## **EVENT SITUATION**

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You are to assume the role of the district talent manager for ON THE MARK, a discount retailer with more than 2,000 locations nationwide. The district manager (judge) wants you to determine how stores in the district can find and hire their own seasonal employees rather than using the corporate talent website.

Each winter holiday season, ON THE MARK hires more than 100,000 seasonal employees across stores and distribution centers. For the past several years, ON THE MARK has managed seasonal hiring through the same corporate talent website used for traditional employee hiring. Interested parties create an account, search for seasonal opportunities at local stores or centers and fill out an online application. Corporate then sends the online submissions to the selected districts and the district talent managers call the applicant in for an interview.

The seasonal hiring process has not been successful. Local community members claim they did not know ON THE MARK was hiring seasonal employees, the corporate talent website was slow in distributing applicants to the districts, and the process of scheduling and completing interviews had many delays. This past winter holiday season, the ON THE MARK stores in your district were not adequately staffed.

The district manager (judge) wants you to determine how ON THE MARK stores in the district can host their own in-store events to hire seasonal employees rather than using the corporate talent website. The district manager (judge) wants you to plan in-store hiring events, determine how they will be promoted, what skills will be assessed at the events, how skill assessment will occur and explain how the events will provide better results than the use of the corporate talent website.

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

## JUDGE INSTRUCTIONS

### **DIRECTIONS, PROCEDURES AND JUDGE ROLE**

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

1. Participant Instructions, 21<sup>st</sup> 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**

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You are to assume the role of the district manager for ON THE MARK, a discount retailer with more than 2,000 locations nationwide. You want the district talent manager (participant) to determine how stores in the district can find and hire their own seasonal employees rather than using the corporate talent website.

Each winter holiday season, ON THE MARK hires more than 100,000 seasonal employees across stores and distribution centers. For the past several years, ON THE MARK has managed seasonal hiring through the same corporate talent website used for traditional employee hiring. Interested parties create an account, search for seasonal opportunities at local stores or centers and fill out an online application. Corporate then sends the online submissions to the selected districts and the district talent managers call the applicant in for an interview.

The seasonal hiring process has not been successful. Local community members claim they did not know ON THE MARK was hiring seasonal employees, the corporate talent website was slow in distributing applicants to the districts, and the process of scheduling and completing interviews had many delays. This past winter holiday season, the ON THE MARK stores in your district were not adequately staffed.

You want the district talent manager (participant) to determine how ON THE MARK stores in the district can host their own in-store events to hire seasonal employees rather than using the corporate talent website. You want the district talent manager (participant) to plan in-store hiring events, determine how they will be promoted, what skills will be assessed at the events, how skill assessment will occur and explain how the events will provide better results than the use of the corporate talent website.

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. If this is successful, would it work for traditional hiring as well?
2. Why do companies hire seasonal employees?

Once the district talent manager (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the district talent manager (participant) for the work. You are not to make any comments after the event is over except to thank the participant.

## EVALUATION INSTRUCTIONS

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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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> percentile of business personnel performing this performance indicator.                               |



## HUMAN RESOURCES MANAGEMENT SERIES 2025

### JUDGE'S EVALUATION FORM ASSOCIATION EVENT 2

Participant: \_\_\_\_\_

ID Number: \_\_\_\_\_

### INSTRUCTIONAL AREA: Human Resources Management

| Did the participant:                  |  | Little/No Value | Below Expectations | Meets Expectations | Exceeds Expectations | Judged Score |
|---------------------------------------|--|-----------------|--------------------|--------------------|----------------------|--------------|
| <b>PERFORMANCE INDICATORS</b>         |  |                 |                    |                    |                      |              |
| 1.                                    | Explain the nature of human resources management?            | 0-1-2-3-4       | 5-6-7-8            | 9-10-11            | 12-13-14             |              |
| 2.                                    | Discuss factors that impact human resources management?      | 0-1-2-3-4       | 5-6-7-8            | 9-10-11            | 12-13-14             |              |
| 3.                                    | Describe planning techniques used in the hiring process?     | 0-1-2-3-4       | 5-6-7-8            | 9-10-11            | 12-13-14             |              |
| 4.                                    | Explain assessment method used in the hiring process?        | 0-1-2-3-4       | 5-6-7-8            | 9-10-11            | 12-13-14             |              |
| 5.                                    | Demonstrate connections between company actions and results? | 0-1-2-3-4       | 5-6-7-8            | 9-10-11            | 12-13-14             |              |
| <b>21<sup>st</sup> CENTURY SKILLS</b> |  |                 |                    |                    |                      |              |
| 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                  |              |
| <b>TOTAL SCORE</b>                    |  |                 |                    |                    |                      |              |