



PRINCIPLES OF BUSINESS MANAGEMENT AND ADMINISTRATION EVENT

CAREER CLUSTER
Business Management &
Administration

INSTRUCTIONAL AREA
Emotional Intelligence

PARTICIPANT INSTRUCTIONS

This event is presented to you through your review of the Career Competencies, Performance Indicators and Event Situation.

You have up to 10 minutes to review this information and prepare your presentation. Using the materials provided, you may make notes to use during your presentation.

You will have up to 10 minutes to present to the judge(s).

You will be evaluated on your solution to the event situation, how you incorporate the performance indicators of this event and how you demonstrate the career competencies.

Turn in all your notes and event materials when you have completed the event.

SOLUTION

- Unique – Demonstrate original thinking, fresh perspectives and an insightful approach.
- Practical – Develop an actionable/viable solution in a real-world context.
- Effective – Develop a solution that achieves relevant outcomes.

CAREER COMPETENCIES

- Critical Thinking – Think critically to understand and solve problems.
- Communication – Communicate clearly, effectively and with reason.
- Decision Making – Consider the impacts of decisions.

PERFORMANCE INDICATORS

- Identify desirable personality traits important to business.
- Demonstrate interest and enthusiasm.
- Explain the importance of demonstrating initiative.
- Participate as a team member.

EVENT SITUATION

You are to assume the role of an employee in the facilities management department at a large office park. Today is the first day for a new employee (judge), and the new employee (judge) wants to know how to advance in the field.

As part of the facilities management team, employees must work with external vendors, tenants and all staff departments. The new employee (judge) is beginning in an entry level position but has asked for your advice on how to show the management they are a serious employee and want to progress in the field.

You must explain the following to the new employee (judge):

- Desirable personality traits important to business
- Methods to show interest and enthusiasm
- The importance of demonstrating initiative
- Ways to participate as a team member

You will explain the information to the new employee (judge) in a role-play to take place at the office. The new employee (judge) will begin the role-play by asking about traits to progress in the field. After you have explained the information and have answered the new employee's (judge's) questions, the new employee (judge) will conclude the role-play by thanking you for your work.

JUDGE INSTRUCTIONS

JUDGE CHARACTERIZATION

You are to assume the role of a new employee in the facilities management department at a large office park. Today is your first day, and you have asked a co-worker (participant) how to advance in the field.

As part of the facilities management team, employees must work with external vendors, tenants, and all staff departments. You are beginning in an entry level position but have asked for a co-worker's (participant's) advice on how to show the management you are a serious employee and want to progress in the field.

The co-worker (participant) must explain the following:

- Desirable personality traits important to business
- Methods to show interest and enthusiasm
- The importance of demonstrating initiative
- Ways to participate as a team member

The participant will present information to you in a role-play to take place at the office. You will begin the role-play by asking about traits to progress in the field.

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

1. Why are these traits considered emotional intelligence?
2. What are ways an employee can tell they are doing a good job or not?

Once the co-worker (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the co-worker (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 solution and ability to apply the specific performance indicators stated on the cover sheet of this event and restated on the Judge's Evaluation Form. Although the participants may demonstrate other performance indicators, those listed in the Performance Indicators section are the selected ones you are evaluating for this particular event.
- Maintain a consistent expectation when evaluating each participant.
- The maximum score for the evaluation is 100 points. The presentation will be weighted twice (2 times) the exam score.

Levels of Evaluation

FOCUS AREA	NOVICE	DEVELOPING	PROFICIENT	EXEMPLARY
Content Understanding	Demonstrates a limited or inaccurate understanding of key concepts.	Demonstrates a basic understanding of key concepts.	Demonstrates a solid understanding of key concepts and clearly explains and supports ideas using appropriate evidence.	Demonstrates comprehensive understanding of concepts and applies them effectively to solve the scenario, including in more complex or extended contexts.
Application of Performance Indicators and Career Competencies	Lists the performance indicators and career competencies, but understanding is incomplete or inaccurate.	Defines the performance indicators and career competencies, but does not connect them to solve the objective of the case study scenario.	Explains the performance indicators and career competencies and connects them to solve the objective of the case study scenario.	Strategically applies the performance indicators and career competencies and connects them to comprehensively solve the objective of the case study scenario.
Reasoning	Ideas are unclear, inaccurate, or lack logical support. There is no application of the ideas and concept.	Ideas are present and somewhat logical but contain gaps in reasoning, development, or supporting evidence.	Ideas are logical, well-developed, and supported with appropriate evidence, with only minor gaps.	Ideas are logical, well-supported using appropriate business concept and theories and demonstrates reasoning with clear practicality and real-world relevance.
Workplace Readiness	Participants represent an employee who requires significant guidance and support to complete tasks.	Participants represent an employee who demonstrates basic skills and can complete routine tasks with some guidance.	Participants represent an employee with solid skills and who works independently to complete tasks effectively.	Participants represent an employee with advanced skills, works independently, and adapts effectively to new or unpredictable challenges.



PRINCIPLES OF BUSINESS MANAGEMENT AND ADMINISTRATION – 2026

JUDGE'S EVALUATION FORM ASSOCIATION EVENT 2

Participant: _____

ID Number: _____

INSTRUCTIONAL AREA:

Emotional Intelligence

Rate the participant's ability to:		Novice	Developing	Proficient	Exemplary	Judged Score
PERFORMANCE INDICATORS						
1.	Identify desirable personality traits important to business.	0-1-2-3	4-5-6-7	8-9-10-11	12	
2.	Demonstrate interest and enthusiasm.	0-1-2-3	4-5-6-7	8-9-10-11	12	
3.	Explain the importance of demonstrating initiative.	0-1-2-3	4-5-6-7	8-9-10-11	12	
4.	Participate as a team member.	0-1-2-3	4-5-6-7	8-9-10-11	12	
SOLUTION						
5.	Unique Demonstrate original thinking, fresh perspectives and an insightful approach.	0-1-2	3-4-5	6-7	8	
6.	Practical Develop an actionable/viable solution in a real-world context.	0-1-2	3-4-5	6-7	8	
7.	Effective Develop a solution that achieves relevant outcomes.	0-1-2	3-4-5	6-7	8	
CAREER COMPETENCIES						
8.	Critical Thinking Think critically to understand and solve problems.	0-1	2-3	4-5	6	
9.	Communication Communicate clearly, effectively and with reason.	0-1	2-3	4-5	6	
10.	Decision Making Consider the impacts of decisions.	0-1	2-3	4-5	6	
OVERALL IMPRESSION						
11.	Demonstrate overall career readiness through professionalism, poise and confidence.	0-1-2-3	4-5-6	7-8-9	10	
TOTAL SCORE						