FINANCIAL SERVICES TEAM DECISION MAKING EVENT

CAREER CLUSTER
Finance

INSTRUCTIONAL AREA
Emotional Intelligence

PARTICIPANT INSTRUCTIONS

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

You have up to 30 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 15 minutes to present to the judge(s). Both members of the team must participate in the presentation, as well as answer any questions.

You will be evaluated on your solution to the case study, 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

- Accurate – Demonstrate appropriate finance acumen.
- 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

- Describe the nature of ethics.
- Explain reasons for ethical dilemmas.
- Explain ethical considerations for providing information.
- Recognize and respond to ethical dilemmas.
- Explain legal responsibilities associated with consumer financial products and services.

CASE STUDY SITUATION

You are to assume the roles of financial analysts at RIVERBANK FINANCIAL, a reputable firm that manages investments and personal finances. Your team must address an ethical dilemma with the supervisor (judge).

Earlier today, your supervisor (judge) asked your team to conduct a routine audit of a client's account. In reviewing recent transactions, your team was alarmed to find that $250,000 was transferred from the client's primary investment account to an external account with no established connection to the client. There is no written authorization, including email communications, or supporting documentation filed for the transfer, which is against company policies.

Upon closer inspection, the transaction was processed by a colleague who joined the firm six months ago. The colleague is known for a friendly personality but has occasionally overlooked standard procedures in the past.

Your supervisor (judge) is expecting a summary of the findings from the routine audit, if any. Your team must address the ethical dilemma with the supervisor (judge).

In the meeting your team must discuss:

- The nature of ethics and how ethics should guide actions at work
- Reasons why ethical dilemmas may occur
- Ethical considerations when sharing or providing information
- The potential ethical dilemma and any suggested solutions

You will present the information to the supervisor (judge) in a meeting to take place in the supervisor's (judge's) office. The supervisor (judge) will begin the meeting by greeting you and asking to hear the information. After you have presented the information and have answered the supervisor's (judge's) questions, the supervisor (judge) will conclude the meeting by thanking you for your work.

JUDGE INSTRUCTIONS

JUDGE CHARACTERIZATION

You are to assume the role of supervisor at RIVERBANK FINANCIAL, a reputable firm that manages investments and personal finances. The financial analysts (participant team) will meet with you to address an ethical dilemma.

Earlier today, you asked the financial analysts (participant team) to conduct a routine audit of a client's account. In reviewing recent transactions, the financial analysts (participant team) were alarmed to find that $250,000 was transferred from the client's primary investment account to an external account with no established connection to the client. There is no written authorization, including email communications, or supporting documentation filed for the transfer, which is against company policies.

Upon closer inspection, the transaction was processed by a colleague who joined the firm six months ago. The colleague is known for a friendly personality but has occasionally overlooked standard procedures in the past.

You are expecting a summary of the findings from the routine audit, if any. The financial analysts (participant team) must address the ethical dilemma.

In the meeting the financial analysts (participant team) must discuss:

- The nature of ethics and how ethics should guide actions at work
- Reasons why ethical dilemmas may occur
- Ethical considerations when sharing or providing information
- The potential ethical dilemma and any suggested solutions

The participant team will present information to you in a role-play to take place at the office. You will begin the role-play by greeting the participant team and asking to hear the information.

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

1. What is the difference between something being unethical and illegal?
2. What must be communicated to the colleague in question?

Once the financial analysts (participant team) have presented information and have answered your questions, you will conclude the role-play by thanking the financial analysts (participant team) for the work.

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

SOLUTIONS

Nature of ethics:
Ethics is the study of what is right and wrong in human behavior. It involves the principles and values that guide people in making choices that are fair, honest, and respectful of others. Ethics helps individuals and organizations decide how to act in situations where there may be competing interests or when the correct path isn't clear.

Reasons for ethical dilemmas:
Ethical dilemmas happen when a person faces a situation where they must choose between two or more options, and each option could go against a moral value or rule. Here are some common reasons why ethical dilemmas occur:

1. *Conflicting values:* People may believe in honesty and loyalty, but sometimes these values can conflict. For example, telling the truth might hurt someone you care about.
2. *Personal vs. professional interests:* A person's personal interests may not always match their professional responsibilities. For instance, an employee might want to help a friend, but company policy forbids sharing certain information.
3. *Pressure from others:* Sometimes, pressure from bosses, coworkers, or friends can make a person feel like they need to act unethically to fit in or keep their job.
4. *Unclear rules:* If rules or policies are vague or not well communicated, individuals may not know what is expected, leading to tough choices.
5. *Personal gain:* The temptation to benefit personally—such as making more money or gaining approval—can lead to unethical decisions, even when a person knows better.

Ethical considerations when providing information:
When providing information, it is important to consider the ethical responsibilities involved to ensure that the information is accurate, fair, and respectful of others. Here are some key ethical considerations:

- Always provide information that is true and correct. Do not exaggerate, leave out important facts, or provide misleading information.
- Respect privacy by not sharing confidential or sensitive information about clients, coworkers, or the company unless given permission or required by law.
- Be open about where the information comes from and any potential biases or limitations. Transparency helps others understand the context and make informed decisions.
- Share information in a way that respects others' dignity and feelings.
- Provide information equally and fairly to all who need it, without showing favoritism or withholding details from those who are entitled to know.
- Follow all laws and regulations about sharing information, such as rules about data protection, privacy and intellectual property.

The ethical dilemma:
Should you report the suspicious activity on the client's account or ignore it to avoid conflict with coworkers or risk being considered a tattletale by your supervisor?

Possible solutions:

1. Report the Issue to a Supervisor or Compliance Department - This action helps protect the client and the company and shows that you are committed to acting ethically, even though it might create tension with coworkers.

2. Speak Privately with the coworker first – if it was an honest mistake, the coworker may be able to fix it quickly. If you still suspect fraud or if the coworker refuses to address the problem, then escalate the issue to management.

3. Document and Monitor the Activity - document what was found and continue to monitor the client's account while gathering more information. Keep detailed notes in case the issue gets worse or more evidence comes up and then report it if necessary. This approach allows you to be careful and thorough before taking further action.

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 team.
- The maximum score for the evaluation is 100 points. The presentation will be weighted twice (2 times) the average of the exam scores.

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.

FINANCIAL SERVICES TEAM DECISION MAKING – 2026

JUDGE'S EVALUATION FORM
ASSOCIATION EVENT 2

INSTRUCTIONAL AREA:
Emotional Intelligence

Participant: ___________________________

Participant: ___________________________

ID Number: ___________________________

	Rate the participants' ability to:	Novice	Developing	Proficient	Exemplary	Judged Score
PERFORMANCE INDICATORS						
1.	Describe the nature of ethics.	0-1-2-3	4-5-6	7-8-9	10	
2.	Explain reasons for ethical dilemmas.	0-1-2-3	4-5-6	7-8-9	10	
3.	Explain ethical considerations for providing information.	0-1-2-3	4-5-6	7-8-9	10	
4.	Recognize and respond to ethical dilemmas.	0-1-2-3	4-5-6	7-8-9	10	
5.	Explain legal responsibilities associated with consumer financial products and services.	0-1-2-3	4-5-6	7-8-9	10	
SOLUTION						
6.	**Unique** Demonstrate original thinking, fresh perspectives and an insightful approach.	0-1-2	3-4-5	6-7	8	
7.	**Practical** Develop an actionable/viable solution in a real-world context.	0-1-2	3-4-5	6-7	8	
8.	**Effective** Develop a solution that achieves relevant outcomes.	0-1-2	3-4-5	6-7	8	
CAREER COMPETENCIES						
9.	**Critical Thinking** Think critically to understand and solve problems.	0-1	2-3	4-5	6	
10.	**Communication** Communicate clearly, effectively and with reason.	0-1	2-3	4-5	6	
11.	**Decision Making** Consider the impacts of decisions.	0-1	2-3	4-5	6	
OVERALL IMPRESSION						
12.	Demonstrate overall career readiness through professionalism, poise and confidence.	0-1-2	3-4-5	6-7	8	
					TOTAL SCORE	