



CAREER CLUSTER
Business Management and
Administration

INSTRUCTIONAL AREA
Economics

BUSINESS LAW AND ETHICS TEAM DECISION MAKING EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the 21st Century Skills, Performance Indicators and Case Study Situation. You will have up to 30 minutes to review this information and prepare your presentation. You may make notes to use during your presentation.
- You will have up to 15 minutes to make your presentation to the judge (you may have more than one judge). All members of the team must participate in the presentation, as well as answer any questions.
- 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 and Collaboration – Communicate clearly and show evidence of collaboration.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

- Explain the nature of business ethics.
- Explain the concept of competition.
- Determine factors affecting business risk.
- Identify factors affecting a business's profit.
- Identify company's brand promise.
- Handle customer/client complaints.
- Explain the nature of effective communications.

CASE STUDY SITUATION

You are to assume the roles of the public relations manager and the product manager at ANSWER, a large computer technology company. The vice president (judge) wants you to analyze feedback received regarding a new product and decide if and how the company should respond.

ANSWER is one of the most trusted software, hardware and technology companies in the world. Customers include individuals purchasing for personal use and corporate clients purchasing for business use.

Since the pandemic and the increase in the number of remote workers and online education, mouse jiggers have become an extremely popular product. A mouse jiggler is a device that moves the mouse to keep the computer cursor active. For anyone using a computer or laptop to connect to platforms that signal user activity and inactivity, a mouse jiggler keeps the user active, even if the user leaves the area for an extended period of time.

Mouse jiggers have become one of the most in demand devices in the marketplace. In response, ANSWER created their own version, a product named *Infinity*. *Infinity* is not only a mouse jiggler, but product marketing states, “100% undetectable by IT software.” *Infinity* has become the top selling product by units sold in the company’s history.

Customers, especially business clients, are upset with ANSWER. Business clients feel that there are no ethical reasons for a mouse jiggler to be purchased. Mouse jiggers are used to unethically trick employers into believing an employee is working. More than 50% of companies with remote workers use monitoring software to track employee productivity and activity. *Infinity* makes that software useless.

The vice president (judge) understands the customer complaints. ANSWER also uses monitoring software for remote employees; however, the product is not illegal. In a free enterprise system, ANSWER has the right to sell the product and is profiting from this popular product. The vice president (judge) wants your team to analyze the complaints, the marketing for *Infinity*, and the economic benefits and risks of the product to make a decision on if and how to respond.

You will present your analysis and recommendation to the vice president (judge) in a meeting to take place in the vice president’s (judge’s) office. The vice president (judge) will begin the meeting by greeting you and asking to hear your ideas. After you have presented your ideas and have answered the vice president’s (judge’s) questions, the vice president (judge) will conclude the meeting 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. Case Study Situation
3. Judge 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 team.

4. Judge Evaluation Instructions and Judge Evaluation Form
Please use a critical and consistent eye in rating each participant team.

JUDGE CHARACTERIZATION

You are to assume the role of the vice president at ANSWER, a large computer technology company. You want the public relations manager and the product manager (participant team) to analyze feedback received regarding a new product and decide if and how the company should respond.

ANSWER is one of the most trusted software, hardware and technology companies in the world. Customers include individuals purchasing for personal use and corporate clients purchasing for business use.

Since the pandemic and the increase in the number of remote workers and online education, mouse jigglers have become an extremely popular product. A mouse jiggle is a device that moves the mouse to keep the computer cursor active. For anyone using a computer or laptop to connect to platforms that signal user activity and inactivity, a mouse jiggle keeps the user active, even if the user leaves the area for an extended period of time.

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You understand the customer complaints. ANSWER also uses monitoring software for remote employees; however, the product is not illegal. In a free enterprise system, ANSWER has the right to sell the product and is profiting from this popular product. You want the public relations manager and the product

manager (participant team) to analyze the complaints, the marketing for *Infinity*, and economic benefits and risks and make a decision on if and how to respond.

The participants will present information to you in a role-play to take place in your office. You will begin the role-play by greeting the participants and asking to hear about their ideas.

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

1. Would it be ethical for a company to fire an employee for using *Infinity*?
2. Why do in-office employees not have to demonstrate their activity at all times?

Once the public relations manager and the product manager (participant team) have presented information and answered your questions, you will conclude the role-play by thanking the public relations manager and the product manager (participant team) 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. The maximum score for the evaluation is 100 points. The presentation will be weighted twice (2 times) the value of the exam scores.

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	Participants 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	Participants 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	Participants 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	Participants demonstrated the performance indicator with little or no effectiveness; a great deal of formal training would be needed immediately; perhaps the participants should seek other employment; would rank in the 0-49 th percentile of business personnel performing this performance indicator.



BUSINESS LAW AND ETHICS TEAM DECISION MAKING 2025

JUDGE'S EVALUATION FORM
DISTRICT EVENT

Participant: _____

INSTRUCTIONAL AREA:
Economics

Participant: _____

ID Number: _____

Did the participant team:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain the nature of business ethics?	0-1-2-3	4-5-6	7-8	9-10	
2.	Explain the concept of competition?	0-1-2-3	4-5-6	7-8	9-10	
3.	Determine factors affecting business risk?	0-1-2-3	4-5-6	7-8	9-10	
4.	Identify factors affecting a business's profit?	0-1-2-3	4-5-6	7-8	9-10	
5.	Identify company's brand promise?	0-1-2-3	4-5-6	7-8	9-10	
6.	Handle customer/client complaints?	0-1-2-3	4-5-6	7-8	9-10	
7.	Explain the nature of effective communications?	0-1-2-3	4-5-6	7-8	9-10	
21st CENTURY SKILLS						
8.	Reason effectively and use systems thinking?	0-1	2-3	4	5-6	
9.	Make judgments and decisions, and solve problems?	0-1	2-3	4	5-6	
10.	Communicate clearly and show evidence of collaboration?	0-1	2-3	4	5-6	
11.	Show evidence of creativity?	0-1	2-3	4	5-6	
12.	Overall impression and responses to the judge's questions	0-1	2-3	4	5-6	
TOTAL SCORE						