



**CAREER CLUSTER**

Business Management & Administration

**CAREER PATHWAY**

Human Resources Management

**INSTRUCTIONAL AREA**

Emotional Intelligence

**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 fitness/wellness programs offered by businesses.
- Explain the nature of organizational culture.
- Explain the nature of stress management.
- Assess long-term value and impact of actions on others.
- Motivate team members.

## **EVENT SITUATION**

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You are to assume the role of the human resources manager at RIVERSIDE PET CLINIC, a veterinarian office with 55 employees. The owner (judge) wants you to determine how to encourage all employees to participate in a hobby.

RIVERSIDE PET CLINIC is a busy clinic in the heart of the city. There are 55 employees including veterinarians, vet assistants, vet technicians, care crew, administrative assistants and custodians. The employees work hard daily to ensure that pets have the best care possible. Given the nature of the office, RIVERSIDE PET CLINIC staff sees many ill and injured animals and their nervous owners.

A recent study reported that having a hobby away from the workplace can sharpen work skills, increase leadership skills and result in better overall mental health.

Currently, RIVERSIDE PET CLINIC does not have a formal fitness or wellness program. The owner (judge) feels that encouraging employees to participate in a hobby away from the workplace will provide a more appreciated, easier and inclusive benefit than traditional wellness benefits such as fitness.

The owner (judge) wants you to determine how RIVERSIDE PET CLINIC can best encourage employees to participate in a hobby.

You will present your recommendation to the owner (judge) in a role-play to take place in the owner's (judge's) office. The owner (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have presented ideas and have answered the owner's (judge's) questions, the owner (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 owner of RIVERSIDE PET CLINIC, a veterinarian office with 55 employees. You want the human resources manager (participant) to determine how to encourage all employees to participate in a hobby.

RIVERSIDE PET CLINIC is a busy clinic in the heart of the city. There are 55 employees including veterinarians, vet assistants, vet technicians, care crew, administrative assistants and custodians. The employees work hard daily to ensure that pets have the best care possible. Given the nature of the office, RIVERSIDE PET CLINIC staff sees many ill and injured animals and their nervous owners.

A recent study reported that having a hobby away from the workplace can sharpen work skills, increase leadership skills and result in better overall mental health.

Currently, RIVERSIDE PET CLINIC does not have a formal fitness or wellness program. You feel that encouraging employees to participate in a hobby away from the workplace will provide a more appreciated, easier and inclusive benefit than traditional wellness benefits such as fitness.

You want the human resources manager (participant) to determine how RIVERSIDE PET CLINIC can best encourage employees to participate in a hobby.

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 particular should we be about what qualifies as a hobby?
2. How do we promote the program in job listings?

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

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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.

<b>Level of Evaluation</b>	<b>Interpretation Level</b>
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**  
DISTRICT EVENT 2

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

**INSTRUCTIONAL AREA:**  
Emotional Intelligence

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

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
<b>PERFORMANCE INDICATORS</b>						
1.	Explain the nature of fitness/wellness programs offered by businesses?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Explain the nature of organizational culture?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Explain the nature of stress management?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Assess long-term value and impact of actions on others?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Motivate team members?	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>						