PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the 21st 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 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 – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

- Develop an achievement orientation.
- Motivate team members.
- Recognize/Reward others for their efforts and contributions.
- Determine ways of reinforcing the company’s image through employee performance.
- Assess effectiveness of employee-relations activities.
EVENT SITUATION

You are to assume the role of the human resources manager at OCEANSIDE GIFTS, a locally owned gift shop with four locations in Oceanside, a popular tourist destination. The owner (judge) wants you to develop an Employee of the Month program to motivate employees.

There are four OCEANSIDE GIFTS locations, each with 25 employees. There is a manager, an assistant manager and three supervisors at each location along with 20 employees that work various roles in varying shifts. There are several gift shops in the city, but OCEANSIDE GIFTS claims to be “the friendliest shop in Oceanside.”

A problem among all OCEANSIDE GIFTS locations is the lacking positive attitude of the employees and the unreliability of employees to work their shifts. The owner (judge) has tried penalizing employees, but that has simply caused them to quit. The owner (judge) instead wants to reward the employees that do have a positive attitude and are reliable by awarding them Employee of the Month.

The owner (judge) has asked you to develop the Employee of the Month program for OCEANSIDE GIFTS. You must determine:

- Criteria for Employee of the Month to be chosen
- How Employee of the Month will be rewarded and/or recognized
- How Employee of the Month will help reinforce OCEANSIDE GIFTS’ image
- How to assess the effectiveness of Employee of the Month

You will present your recommendations 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

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. 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

You are to assume the role of the owner of OCEANSIDE GIFTS, a locally owned gift shop with four locations in Oceanside, a popular tourist destination. You want the human resources manager (participant) to develop an Employee of the Month program to motivate employees.

There are four OCEANSIDE GIFTS locations, each with 25 employees. There is a manager, an assistant manager and three supervisors at each location along with 20 employees that work various roles in varying shifts. There are several gift shops in the city, but OCEANSIDE GIFTS claims to be “the friendliest shop in Oceanside.”

A problem among all OCEANSIDE GIFTS locations is the lacking positive attitude of the employees and the unreliability of employees to work their shifts. You have tried penalizing employees, but that has simply caused them to quit. You instead want to reward the employees that do have a positive attitude and are reliable by awarding them Employee of the Month.

You have asked the human resources manager (participant) to develop the Employee of the Month program for OCEANSIDE GIFTS. The human resources manager (participant) must determine:

- Criteria for Employee of the Month to be chosen
- How Employee of the Month will be rewarded and/or recognized
- How Employee of the Month will help reinforce OCEANSIDE GIFTS’ image
- How to assess the effectiveness of Employee of the Month

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. What are the risks involved with awarding Employee of the Month?
2. What do we do if nobody qualifies?

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**

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.

<table>
<thead>
<tr>
<th>Level of Evaluation</th>
<th>Interpretation Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceeds Expectations</td>
<td>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.</td>
</tr>
<tr>
<td>Meets Expectations</td>
<td>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 70-89th percentile of business personnel performing this performance indicator.</td>
</tr>
<tr>
<td>Below Expectations</td>
<td>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 50-69th percentile of business personnel performing this performance indicator.</td>
</tr>
<tr>
<td>Little/No Value</td>
<td>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 0-49th percentile of business personnel performing this performance indicator.</td>
</tr>
</tbody>
</table>
HUMAN RESOURCES MANAGEMENT SERIES
2024

JUDGE'S EVALUATION FORM
DISTRICT EVENT 1

INSTRUCTIONAL AREA:
Emotional Intelligence

<table>
<thead>
<tr>
<th>Did the participant:</th>
<th>Little/No Value</th>
<th>Below Expectations</th>
<th>Meets Expectations</th>
<th>Exceeds Expectations</th>
<th>Judged Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop an achievement orientation?</td>
<td>0-1-2-3-4</td>
<td>5-6-7-8</td>
<td>9-10-11</td>
<td>12-13-14</td>
<td></td>
</tr>
<tr>
<td>2. Motivate team members?</td>
<td>0-1-2-3-4</td>
<td>5-6-7-8</td>
<td>9-10-11</td>
<td>12-13-14</td>
<td></td>
</tr>
<tr>
<td>3. Recognize/Reward others for their efforts and contributions?</td>
<td>0-1-2-3-4</td>
<td>5-6-7-8</td>
<td>9-10-11</td>
<td>12-13-14</td>
<td></td>
</tr>
<tr>
<td>4. Determine ways of reinforcing the company's image through employee performance?</td>
<td>0-1-2-3-4</td>
<td>5-6-7-8</td>
<td>9-10-11</td>
<td>12-13-14</td>
<td></td>
</tr>
<tr>
<td>5. Assess effectiveness of employee-relations activities?</td>
<td>0-1-2-3-4</td>
<td>5-6-7-8</td>
<td>9-10-11</td>
<td>12-13-14</td>
<td></td>
</tr>
</tbody>
</table>

21st CENTURY SKILLS

<table>
<thead>
<tr>
<th>Did the participant:</th>
<th>Little/No Value</th>
<th>Below Expectations</th>
<th>Meets Expectations</th>
<th>Exceeds Expectations</th>
<th>Judged Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Reason effectively and use systems thinking?</td>
<td>0-1</td>
<td>2-3</td>
<td>4</td>
<td>5-6</td>
<td></td>
</tr>
<tr>
<td>7. Make judgments and decisions, and solve problems?</td>
<td>0-1</td>
<td>2-3</td>
<td>4</td>
<td>5-6</td>
<td></td>
</tr>
<tr>
<td>8. Communicate clearly?</td>
<td>0-1</td>
<td>2-3</td>
<td>4</td>
<td>5-6</td>
<td></td>
</tr>
<tr>
<td>9. Show evidence of creativity?</td>
<td>0-1</td>
<td>2-3</td>
<td>4</td>
<td>5-6</td>
<td></td>
</tr>
<tr>
<td>10. Overall impression and responses to the judge’s questions</td>
<td>0-1</td>
<td>2-3</td>
<td>4</td>
<td>5-6</td>
<td></td>
</tr>
</tbody>
</table>