



CAREER CLUSTER
Business Management and Administration

INSTRUCTIONAL AREA
Human Resources Management

BUSINESS LAW AND ETHICS TEAM DECISION MAKING EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the General Performance Indicators, Specific 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 10 minutes to make your presentation to the judge (you may have more than one judge), followed by up to 5 minutes to answer the judge's questions. All members of the team must participate in the presentation, as well as answer the questions.
- Turn in all of your notes and event materials when you have completed the event.

GENERAL PERFORMANCE INDICATORS

- Communications skills – the ability to exchange information and ideas with others through writing, speaking, reading or listening
- Analytical skills – the ability to derive facts from data, findings from facts, conclusions from findings and recommendations from conclusions
- Production skills – the ability to take a concept from an idea and make it real
- Teamwork – the ability to be an effective member of a productive group
- Priorities/time management – the ability to determine priorities and manage time commitments
- Economic competencies

SPECIFIC PERFORMANCE INDICATORS

- Discuss the nature of human resources management.
- Determine issues impacting human-resources development (e.g., organizational culture and polices, societal norms, etc.).
- Describe ways that businesses build positive employer-employee relationships.
- Describe the use of technology in human resources management.
- Explain legal issues associated with information management.
- Explain the role of ethics in human resources management.
- Explain how human resources management participates in a company's strategic (long term) planning process.

CASE STUDY SITUATION

You will assume the role of Regional Managers working for the A & A Fashions. The Whitewater manager (judge) you will be meeting with was transferred from another location and has 2 years' experience as a store manager. The store manager has been training the department supervisors, who have experience in retail sales, but this is their first time in a supervisory role.

A & A Fashions was established by Alice and Arthur, former DECA chapter officers who graduated from UW – Stout with degrees in Marketing and Fashions. A & A features both men's and women's fashions for young adults, along with a full line of jewelry and accessories. Each store has a leadership team that includes a store manager and two department managers, one for men's and one for women's fashions. Alice and Arthur have focused on locations close to college campuses, and recently opened a new store in Whitewater.

As a new small business, Alice and Arthur were concerned with managing payroll, one of their biggest expenses. As a result, they have kept all personnel files electronically. These files contain performance evaluations, supervisor notes of observed weekly performance, copies of customer comment cards, work schedules, sales volume, vacation and sick days; and wages. Each employee has access to all of the information in their own electronic file.

The store manager and the supervisor together complete an evaluation on the 6 month anniversary of the employee being hired. When the evaluation is finished, it is reviewed by the store manager and supervisor with the employee and then together they establish goals for the next six months. Both Lydia and Scarlett were hired in July and two weeks ago received their 6-month evaluations. They are best friends and during their evaluations, both were criticized for talking with friends in the store during work, and focusing more on the social part of selling than closing sales. Although their sales volume was below other part-time employees, the number of potential customers increases when they are scheduled because their friends are present. They both have positive working relationships with other employees.

This week, during a performance evaluation with another part-time employee, the employee mentioned that Lydia and Scarlett had posted negative parts of their evaluations on Facebook. They also copied and posted notes from their supervisor and made additional comments about poor working conditions at the store. Neither Lydia nor Scarlett have not restricted access to their Facebook accounts, so you have confirmed what has been posted and most likely viewed by all of their friends.

The store manager (Judge) has asked to meet with you regarding how to deal with these employees and what should be said to the department supervisors. Questions that you should address during your meeting include:

1. What is the role of human resource management in the successful operation of a business?
2. How can a manager create a culture that will create a team of employees, all focused on achieving the goals of the business?
3. What methods should the manager use to develop positive employer-employee relationships?
4. What are the advantages / disadvantages of using technology in human resources management?
5. What are the legal issues that need to be addressed when storing employees' records in electronic files?
6. What ethical concerns does the manager need to address in meeting with the employees and the supervisor?
7. What actions should be taken with these employees and their supervisor; how will these actions effect the management and training of staff in the future?

JUDGE'S INSTRUCTIONS

You will assume the role of Regional Managers working for the A & A Fashions. The Whitewater manager (judge) you will be meeting with was transferred from another location and has 2 years' experience as a store manager. The store manager has been training the department supervisors, who have experience in retail sales, but this is their first time in a supervisory role.

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6. What ethical concerns does the manager need to address in meeting with the employees and the supervisor?
7. What actions should be taken with these employees and their supervisor; how will these actions effect the management and training of staff in the future?

At the conclusion of dealing with these seven questions, you should follow-up by asking these questions:

- A. What legal action could be taken by the supervisor who was criticized on Facebook by these employees? What role and risk would A & A Fashions have if we joined this legal action?**

Possible Response:

- *Both Lydia and Scarlett could be libel for broadcasting an untruth about their supervisor and A & A. To win this type of a case the supervisor would have to prove that what was said on Facebook was not true and had personally harmed them; A & A would have to prove that their reputation had been harmed. The case could create negative publicity for A & A.*
- **Follow-up question:** *Could A & A prohibit the supervisor from suing? Answer: No, not unless they had something in their written policies that prohibits this action and that the supervisor had signed.*

- B. How can the A & A Fashion's limit what an employee does with their evaluations? What should be said to the other employees about these postings on Facebook?**

Possible Response:

- *Have specific policies included in the employee handbook that have been given to each employee and that they have signed.*
- *Review with all employees the importance of keeping their personnel records confidential and what the potential impact could be on future hiring possibilities if negative evaluations from a former employer are shared.*

- C. What specific actions should be taken to respond to the negative postings on Facebook? Possible follow-up question: What action should be taken if the employees do not take the recommended actions?**

Possible Response:

- *Request that the employees remove their postings from Facebook and follow-up with an apology.*
- *Post positive comments of other employees from the Whitewater store on A & A's website.*
- *Display positive comments from customers in the store and, if given permission, in print advertising.*

JUDGING THE PRESENTATION

Team members, assuming the role of a management team for the business represented, will analyze a case situation related to the chosen occupational area. The team will make decisions regarding the situation, and then make an oral presentation to the judge. The role of the judge is that of an executive for the business.

Participants will be evaluated according to the Evaluation Form.

Please place the name and identification number label on the Scantron sheet (unless it has already been done for you).

Participants will have a 30-minute preparation period and may make notes to use during the role-play.

During the first 10 minutes of the presentation (after introductions), the team will present their analysis, their decisions and the rationale behind the decisions. Allow the teams to complete this portion without interruption, unless you are asked to respond.

During the next 5 minutes, you may ask questions of the team to determine their understanding of the situation presented. Each member of each team should respond to at least one question. To ensure fairness, you must ask each team the same questions. After asking the standard questions, you may ask other questions for clarification specific to the current team.

After the questioning period, please thank the team and state that they will be notified of your decision soon. Then complete the Evaluation Form, making sure to record a score for all categories. The maximum score for the evaluation is 100 points. The presentation will be weighted at twice (2 times) the value of the exam scores.

A maximum score of “**Exceeds Expectations**” in any category means that, in your opinion, the information is presented effectively and creatively; nothing more could be expected of an employee.

A “**Meets Expectations**” rating means that the information is present well. Though there may be a few minor problems or omissions, they are not significant. Creativity, however, is not shown to any great degree. A combined total score of 70 or better on the written and presentation sections will earn the participant team DECA’s Certificate of Excellence at the international conference.

A “**Below Expectations**” score means that the information presented does not meet minimum standards of acceptability.

A “**Little/No Value**” score means either that some major flaw has been noted that damages the effectiveness of the presentation (this may be a major omission, a serious misstatement or any other major flaw) or that the information presented is of no value (does not help the presentation at all).

We hope you are impressed by the quality of the work of these potential managers. If you have any suggestions for improving the event, please mention them to your series director.

We thank you for your help.



**Business Law and Ethics
TEAM DECISION MAKING, 2014**

Participant: _____

Participant: _____

**JUDGE'S EVALUATION FORM
DISTRICT EVENT**

I.D. Number: _____

INSTRUCTIONAL AREA: Human Resources Management

Did the participant:

Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
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PERFORMANCE INDICATORS

		0-1-2-3	4-5-6	7-8	9-10	
1.	Discuss the nature of human resources management.	0-1-2-3	4-5-6	7-8	9-10	
2.	Determine issues impacting human-resources development (e.g., organizational culture and polices, societal norms, etc.).	0-1-2-3	4-5-6	7-8	9-10	
3.	Describe ways that businesses build positive employer-employee relationships.	0-1-2-3	4-5-6	7-8	9-10	
4.	Describe the use of technology in human resources management.	0-1-2-3	4-5-6	7-8	9-10	
5.	Explain legal issues associated with information management.	0-1-2-3	4-5-6	7-8	9-10	
6.	Explain the role of ethics in human resources management.	0-1-2-3	4-5-6	7-8	9-10	
7.	Explain how human resources management participates in a company's strategic (long term) planning process.	0-1-2-3	4-5-6	7-8	9-10	

21st CENTURY SKILLS

		0-1	2-3	4	5-6	
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