

2023-24 Competitive Events Guidelines

Human Resource Management



Human Resource Management provides members with the opportunity to demonstrate knowledge about staffing, training and development. This competitive event consists of an objective test. This event aims to inspire members to learn about human resource management.

Event Overview

Division: High School

Event Type: Individual

Event Category: Objective Test, 100-multiple choice questions (breakdown of question by competencies below)

Objective Test Time: 50 minutes

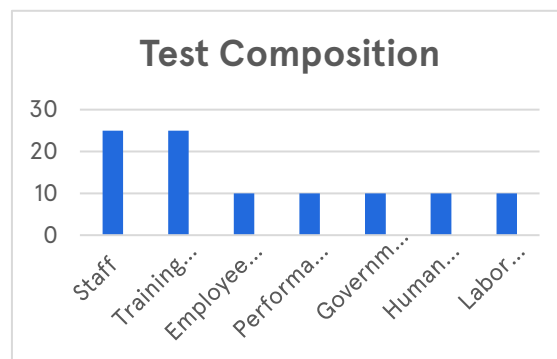
NACE Connections: Career & Self-Development

Equipment Competitor Must Provide: Pencil

Equipment FBLA Provides: One piece of scratch paper per competitor

Objective Test Competencies

- Staff
- Training and Development
- Employee Compensation and Benefits
- Performance Management
- Government Relations and Issues
- Human Resource Planning
- Labor Relations and Collective Bargaining



District/Region/Section

Check with your District/Region/Section leadership for District/Region/Section-specific competition information.

State

Check with your State Leader for state-specific competition information.

National

Policy and Procedures Manual

- Competitors should be familiar with the Competitive Events Policy & Procedures Manual, found on the Competitive Events page on www.fbla.org.

Eligibility

- FBLA membership dues are paid by 11:59 pm Eastern Time on March 1 of the current program year.
- Members may compete in an event at the National Leadership Conference (NLC) more than once if they have not previously placed in the top 10 of that event at the NLC. If a

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member places in the top 10 of an event at the NLC, they are no longer eligible to compete in that event.

- Members must be registered for the NLC and pay the national conference registration fee in order to participate in competitive events.
- Members must stay in an official FBLA hotel to be eligible to compete.
- Each state may submit four entries per event.
- Each member can only compete in one individual/team event and one chapter event (American Enterprise Project, Community Service Project, Local Chapter Annual Business Report, Partnership with Business Project).
- Picture identification (physical or digital driver's license, passport, state-issued identification, or school-issued identification) is required when checking in for competitive events.
- If competitors are late for an objective test, they will be allowed to compete until such time that results are finalized, or the accommodation would impact the fairness and integrity of the event. Competitive event schedules cannot be changed. Competitive events start in the morning before the Opening Session of the NLC.

Recognition

- The number of competitors will determine the number of winners. The maximum number of winners for each competitive event is 10.

Event Administration

- This event is an objective test administered online at the NLC.
- No reference or study materials may be brought to the testing site.
- No calculators may be brought into the testing site; online calculators will be provided through the testing software.

Tie Breaker

- Ties are broken by comparing the correct number of answers to 10 pre-determined questions on the test. If a tie remains, answers to 20 pre-determined questions on the test will be reviewed to determine the winner. If a tie remains, the competitor who completed the test in a shorter amount of time will place higher.

Americans with Disabilities Act (ADA)

- FBLA meets the criteria specified in the Americans with Disabilities Act for all competitors with accommodations submitted through the conference registration system by the registration deadline.

Penalty Points

- Competitors may be disqualified if they violate the Competitive Event Guidelines or the Honor Code.
- Five points are deducted if competitors do not follow the Dress Code or are late to the testing site.

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Electronic Devices

- All electronic devices such as cell phones and smart watches must be turned off before competition begins.

Study Guide: Competencies and Tasks

A. Staff

1. Explain the importance of employee confidentiality.
2. Define transitional employees and strategies to meet their special needs.
3. Explain the planning techniques used in the hiring process (forecasting, succession, planning).
4. Describe the stages of job analysis.
5. Explain the role of labor market statistics on the recruitment process.
6. Define effective recruitment strategies to hire the best qualified employees.
7. Define team recruiting.
8. Describe the employee selection process.
9. Describe testing, interviewing, and legal issues associated with employee selection.
10. Explain the validity and importance of reference checks for the employee selection process.
11. Describe effective questions for the interview process.
12. Define contingency factors (background check, physical results) associated with the job offer.
13. Define outsourcing and its impact on personnel.
14. Define the role of Affirmative Action in the employee selection process.
15. Explain the impact of Equal Employment Opportunity legislation for women, minorities, and handicapped.
16. Describe strategies to attract and keep the top talent.
17. Explain factors associated with employee job satisfaction.

B. Training and Development

1. Explain the importance of training to maintain the competitive advantage.
2. Define the importance of orientation and training for employees.
3. Describe planning and implementation of an employee training program.
4. Determine organization and employee needs to develop appropriate training.
5. Define needs analysis and its relationship to hiring employees.
6. Determine trainee problems and develop solutions.
7. Develop strategies to reduce employee/trainee conflict.
8. Recognize different learning styles when creating training.
9. Set objectives that are observable, measurable, attainable, and specific.
10. Explain how effective training curriculum is impacted by internal and external sources.
11. Explain the impact of technology and visual aids on effective training plans.
12. Administer training delivery that focuses on the needs of trainees.
13. Define strategies for evaluation and improving the delivery of training.
14. Explain the latest training and development trends.
15. Explain the long-term benefits of employee professional development.
16. Identify online training resources.

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17. Define human resource safety and security programs that are in compliance with laws and regulations.
18. Describe evaluation processes to evaluate training programs.
- C. Employee Compensation and Benefits
 1. Define legal aspects of employee compensation and payroll deductions.
 2. List legally required benefits that employers must provide to employees.
 3. Describe discretionary fringe benefits.
 4. Define perception of fair compensation and its impact on employee productivity.
 5. Explain the impact of rising health care costs and increased compensation expectations of employees.
 6. Calculate dollar, average, and percentage labor costs.
 7. Calculate dollar, average, and percentage benefit costs.
 8. Explain how labor costs affect break-even point.
 9. Explain a salary schedule.
 10. Explain variable pay based upon level of performance.
 11. Define types of benefits provided by employers.
 12. Explain the difference between broad branding, strategic compensation, and comparable worth.
 13. Define piecework plan, merit pay, and employee reward program.
 14. Describe how pay rates are calculated.
 15. Explain team-based compensation plans.
 16. Define social security, unemployment compensation, and worker's compensation benefits.
- D. Performance Management
 1. Define coaching, counseling, and discipline in the employer/employee relationship.
 2. Explain the importance of active listening.
 3. Describe how influence increases performance.
 4. Explain the importance of employer and employee feedback.
 5. List the steps in the counseling process.
 6. Describe counseling methods and techniques associated with the counseling process.
 7. Explain the relationship between deficiency in knowledge and deficiency in execution.
 8. Explain how performance problems are related to personal problems.
 9. Explain how deficiency of knowledge relates to deficiency in execution.
 10. Explain the importance of employee agreement to change.
 11. Identify the purpose and components of performance management systems.
 12. Explain the steps in the appraisal process.
 13. Explain the advantages and disadvantages of an appraisal system.
 14. Differentiate types and purposes of performance appraisals.
 15. Describe strategies to improve employee morale and motivation resulting in increased productivity.
 16. Describe employee behavior that requires disciplinary action.
 17. Explain disciplinary techniques to address employee behavior.

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18. Describe legal issues associated with employee discipline.
 19. Describe best human resource practices for positive financial results.
 20. Define effective performance management systems.
- E. Government Relations and Issues
1. Describe personnel laws.
 2. Differentiate between equal employment and Equal Employment Opportunity Act.
 3. Define types of sexual, hostile environment, discrimination, and reverse discrimination.
 4. Explain the requirement for verification of employability under IRCA and describe penalties for noncompliance.
 5. Explain Affirmative Action.
 6. Describe a human resource Code of Ethics for employees.
 7. Define employee rights and responsibilities.
 8. Describe habitual employee handicaps (tobacco, drugs, alcohol).
 9. Differentiate between exempt and non-exempt employees.
 10. Define an independent contractor.
 11. Define defamation, disclosure, and negligent hiring.
 12. Explain the Fair Labor Standards Act (FLSA).
 13. Explain OSHA requirements.
 14. Explain requirements of ADEA and its impact on early retirement programs.
 15. Explain Family Medical Leave Act, Worker Adjustment and Retraining Act, Older Worker Benefit Protection Act, and Retirement Security Act.
 16. Define the Americans with Disabilities Act and accommodations made by employers.
 17. Define work-related injuries covered by Worker's Compensation.
 18. Define the role of the National Labor Relations Act.
 19. Explain workplace violence and the need for security programs.
 20. Define the Privacy Act of 1974 and its impact on Human Resources management.
 21. Explain the Drug Free Workplace Act of 1988.
- F. Human Resource Planning
1. Define human resource planning.
 2. Explain the role of human resources in a comprehensive planning process.
 3. Describe the goals and policies within human resources.
 4. Explain the importance of teams at work.
 5. Recognize the role of diversity in an organization.
 6. Evaluate and update human resource policies.
 7. Identify human resource challenges and possible remedies.
 8. Identify latest human resource trends impacted by work from home, flexible scheduling, job sharing, etc.
 9. Explain human resources' role for maintaining a company code of ethics.
 10. Discuss how changes in technology, workforce diversity, skill requirements, and world issues impact human resources.
- G. Labor Relations and Collective Bargaining
1. Develop a timeline for the history of management-labor relations.

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2. Compare adversarial and cooperative approaches to labor relations.
3. Describe labor legislation (Wagner Act, Taft-Hartley Act).
4. Describe case laws that prohibit certain acts by organized labor.
5. Describe case laws that prohibit certain acts by management.
6. List the steps of organizing a labor union.
7. Explain the employee grievance process.
8. Describe the negotiation process and binding arbitration.
9. Explain the role of the National Labor Relations Board.
10. List the steps of collective bargaining.
11. Define impasse and labor strike.
12. Define unions, mediation, and arbitration.
13. Explain the goal of management when negotiating with labor.
14. List the goals, structure, and management of labor unions.