



**HUMAN RESOURCE MANAGEMENT**

(535)

**REGIONAL 2022**

**PRELIMINARY**

**Presentation Points \_\_\_\_\_\_\_\_\_\_ (140 points)**

**Specification Points \_\_\_\_\_\_\_\_\_\_ (20 points)**

**TOTAL POINTS \_\_\_\_\_\_\_\_\_\_ (160 points)**

**Preparation Time: 20 minutes**

**General Guidelines:**

***Failure to adhere to any of the following rules will result in disqualification:***

1. Contestant must hand in this test booklet and all printouts if any.
2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.

**DESCRIPTION:**

Assess interpretation of personnel policies and knowledge of human resource management.

**Regional Preliminary Key Scenario:**

You are a Human Resources Manager supervising 20 people. Your team works in close quarters with little physical separation between workstations. Elsa is one of your best performers, yet you have received complaints that she tends to sprinkle conversations with rather crude and vulgar references with both fellow employees and customers. This is not a team of saints, but some have complained that Elsa is crossing the line.

As the Human Resources Manager, how would you handle this situation? In your solution, include recommendations for this employee. Use your *Human Resources Manual* as a guide.

**A contestant will be DISQUALIFIED for violations of the Copyright and Fair Use Guidelines.**

**Contestants who do not submit an entry that follows this topic will be disqualified.**

**Solution—Topics may be found in the *Human Resources Manual***

* See At-Will Employment – page 9
* See Customer Relations – pages 10-11
* See Harassment Policy – pages 11-12
* See Disciplinary Actions – page 14
* See Termination – page 27