

Interpersonal Communication



FBLA Middle School Competitive Events Guidelines

2022–2023

Objective Test Events

Overview

These events consist of a 45-minute test administered during the National Leadership Conference (NLC).

Eligibility

Each state may submit two entries in each event. Competitors must have paid FBLA national and state dues by 11:59 p.m. Eastern Time on March 1 of the current school year. These events are for individual competitors only.

NLC Registration

Participants must be registered for the NLC and pay the national conference registration fee to participate in competitive events.

Business Etiquette
Career Exploration
Digital Citizenship
Exploring Computer Science
Exploring Economics
Exploring Technology
FBLA Concepts
Financial Literacy
Interpersonal Communication
Leadership
Learning Strategies
Running an Effective Meeting

Interpersonal Communication

Objective Test Competencies

- Verbal and non-verbal communication
- Diverse cultures
- Teamwork
- Collaboration
- Personal appearance
- Decision making
- Values
- Positive attitude
- Accountability
- Time management
- Ethics

Objective Test Guidelines

- No materials may be brought to the testing site.
- No calculators may be brought into the testing site; calculators will be provided.
- Electronic devices must be turned off and out of sight.
- Bring a writing instrument.

Interpersonal Communication Study Guide

Competency A: Accountability	NEEDS: 13
Tasks	
1. Define accountability.	
2. Explain how effective leaders are accountable for their actions.	
3. Explain tenants of accountability (goals, expectations, successes, failures).	
4. Describe how accountability is the key to great communication.	
5. Explain why accountability of all team members is important for success.	
6. Explain how personal accountability serves as a role model for other members of a team.	
7. Describe how improving communication in the workplace counts toward transparency and accountability.	
Competency B: Verbal and Nonverbal Communication	NEEDS: 12
Tasks	
1. List examples of effective verbal communication skills.	
2. Explain the importance of active listening.	
3. Define open-ended questions.	
4. Emphasize the importance of speaking clearly and concisely.	
5. Describe how humor can enhance communication.	
6. Explain how open-ended questions gain greater insights.	
7. Explain how asking for clarification can improve communication.	
8. Define verbal communication.	
9. List the steps for effective verbal communication (strong, confident speaking voice, active listening, avoid filler words).	
10. List examples of nonverbal communication.	
11. Define nonverbal communication.	
12. Give examples of effective visual communication for different audiences.	
13. Explain how to refine written communication skills (review written communications for accuracy, keep a file of writing you find effective or enjoyable).	
14. List and define forms of communication (verbal, written, nonverbal).	
15. Describe types of nonverbal communication (proximity, body movements, posture, touch, facial expressions, eye contact).	
16. List reasons why eye contact is important.	
17. Explain the relationship between effective communication and self-confidence.	
18. Define the benefits of self-confidence (improves problem-solving skills, improves company communication, overcomes workplace obstacles and challenges, improves overall work performance).	

Interpersonal Communication Study Guide

Competency C: Diverse Cultures	NEEDS: 9
Tasks	
1. Explain the importance of communicating effectively with people from other cultures.	
2. Explain why it is important to learn about different cultures before meeting someone.	
3. Understand how cultures are impacted by hierarchies.	
4. Describe obstacles that must be overcome when communicating with individuals from other cultures.	
5. Explain the roles of respect and tolerance when communicating with people from other cultures.	
6. Define high-context cultures (heavily nonverbal).	
7. Define low-context cultures (depend largely on words).	
8. Describe how eye contact, touch, gestures, physical distance, facial expressions, appearance, posture, paralanguage, and context impact cultural communication.	
Competency D: Teamwork	NEEDS: 9
Tasks	
1. Explain the use of teams in organizations.	
2. Explain the difference between a group and a team.	
3. Explain advantages and disadvantages of teamwork.	
4. Describe characteristics of effective teams and the role of leadership.	
5. Contrast characteristics of different teams (functional, cross-functional, self-managed).	
6. Describe the difference between leader-centered and group-centered decision making.	
7. Explain the difference between individual and team decision making.	
8. Explain how successful teams build relationships that thrive.	
9. Explain how effective teamwork involves openly communicating ideas without the fear of outrage.	
10. Explain the importance of respecting team members' ideas for effective communication.	
11. Explain how effective teams create workplace satisfaction.	
12. Explain how effective teams increase employee engagement and foster a more productive and talented workforce.	
13. Describe how effective teams create a safe place for people to think creatively.	

Interpersonal Communication Study Guide

Competency E: Collaboration	NEEDS: 9
Tasks	
1. Define collaborative communication.	
2. List skills that contribute to successful collaboration.	
3. Explain how successful collaboration depends on the ability to get along with people, be able to listen, and be open-minded.	
4. Describe how the roles of compromise, ability to see the big picture, and problem-solving abilities have a direct relationship to collaboration.	
5. Explain the role of conflict negotiation for groups.	
6. List essential skills for successful collaborators and project managers.	
7. Define brainstorming.	
8. Describe the need for commitment and enthusiasm for effective collaboration.	
Competency F: Personal Appearance	NEEDS: 9
Tasks	
1. Describe how personal appearance affects communication.	
2. Explain how personal appearance is nonverbal communication.	
3. Explain why personal appearance is important in the workplace.	
4. Describe assumptions individuals make based upon a person's appearance.	
5. Describe the elements (choice of color, clothing, hairstyles, and other factors) of personal appearance,	
6. Describe how personal appearance provides the visual and video modes of human communication.	
7. Explain stereotyping based upon personal appearance.	
Competency G: Decision Making	NEEDS: 9
Tasks	
1. List the steps of the decision-making process (identify the decision, gather relevant information, identify alternatives, weigh the evidence, select an alternative).	
2. Identify the four stages of the decision-making process (intelligence, design, choice, implementing).	
3. Describe an autocratic leader.	
4. Describe a democratic leader	
5. Describe how decisions are based upon past personal experiences.	
6. Explain why it is important to evaluate decisions.	
7. Explain how decisions are based upon precedent.	
Competency H: Values	NEEDS: 9
Tasks	
1. Define values.	
2. Explain how interpersonal communication is impacted by personal values.	
3. Explain how different values can result in a breakdown of communication.	
4. Explain the importance of respecting individuals who have different values.	
5. Explain the high value placed upon free speech.	
6. Understand that workplace teams will have individuals with differing values.	

Interpersonal Communication Study Guide

Competency I: Positive Attitude	NEEDS: 9
Tasks	
1. Explain the relationship between positive attitude and open communication.	
2. Explain how effective communication depends on the ability to read the attitudes of other persons or groups.	
3. Explain how attitude can affect business communication in both positive and negative ways.	
4. Define the four types of attitudes (passive, passive aggressive, aggressive, and assertive).	
5. Explain how your emotions and your awareness of others' emotions could improve your communication.	
6. Explain how pleasant, respectful, upbeat, attitudes throughout an office improve upward and downward communication, which increases morale, productivity, and sales.	
Competency J: Time Management	NEEDS: 6
Tasks	
1. Define time management.	
2. Explain how time management involves setting priorities.	
3. Describe how time management involves goal setting.	
4. List time management skills (organization, prioritization, goal setting, communication, planning, delegation).	
5. Define delegation of duties.	
6. Describe time saving techniques.	
7. Explain why it is important to evaluate project end results to improve time management.	
Competency K: Ethics	NEEDS: 6
Tasks	
1. Explain the fundamentals of ethical communication.	
2. Describe how interpersonal communication ethics are different from other forms of communication ethics.	
3. Explain how interpersonal communication is the ethical mandate to protect and promote the good of the relationship.	
4. List the fundamentals of ethical communication (transparency, consideration of potential roadblocks, development of relationship).	
5. List the principles of ethical communication (truthful and honest, active listening, speaking non-judgmentally, speak from your own experience, consider the receiver's preferred communication channel).	
6. Explain how ethical communication strives to understand, avoids a negative tone, does not interrupt others, respects privacy and confidentiality, and accepts responsibility.	
7. List examples of businesses directly involved with ethical issues (medical, education, real estate).	

General Competitive Event Guidelines

The general event guidelines below are applicable to all FBLA Middle School national competitive events. Please review and follow these guidelines when competing at the national level. When competing at the state level, check the state guidelines since they may differ.

All members and advisers are responsible for reading and following competitive event guidelines.

Eligibility

- **Dues:** Competitors must have paid FBLA national and state dues by 11:59 p.m. Eastern Time on March 1 of the current school year.
- **NLC Registration:** Participants must be registered for the NLC and pay the national conference registration fee to participate in competitive events.
- **Deadlines:** The state chair, or designee, must register each state competitor on the official online entry forms by 11:59 p.m. Eastern Time on the second Tuesday in May.
- Each state may submit two entries in all events.
- Each competitor can only compete in one event.
- Each competitor must compete in all parts of an event for award eligibility.
- A team shall consist of two or three members.
- All members of a team must consist of individuals from the same chapter.
- If competitors are late for a competitive event, there are no guarantees they will get to compete. Competitive event schedules cannot be changed. PLEASE NOTE that competitive events start in the morning before the opening session of NLC.
- Competitors may be disqualified if they violate competitive event guidelines.

General Competitive Event Guidelines

Repeat Competitors

- Members may compete in an event at NLC more than once if they have not previously placed in the top ten of that event at NLC. If a member places in the top ten of an event at NLC, they are no longer eligible to compete in that event.
- **Modified Events:** A competitor may compete in the same event when the event is modified, regardless of placement at a National Leadership Conference. Note, if the only modification is a name change, competitors may not compete in the renamed event if they have previously placed in the top ten at the National Leadership Conference.
- **Chapter Events:** Competitors may compete in a chapter event as many times as they wish, regardless of placement at a previous National Leadership Conference (Annual Chapter Activities Presentation, Community Service Presentation).

Breaking Ties

- **Objective Tests:** Ties are broken by comparing the correct number of answers to the last 10 questions on the exam. If a tie remains, the competitor who completed the test in a shorter amount of time will place higher. If this does not break the tie, answers to the last 20 questions will be reviewed and determine the winner.

- **Performances:** Judges must break ties and all judges' decisions are final.

National Deadlines

- State chair/adviser must register all competitors for NLC competitive events online by 11:59 p.m. Eastern Time on the second Tuesday in May.
- All prejudged components must be received by 11:59 p.m. Eastern Time on the second Tuesday in May.
- State chair/adviser may make name changes only (no additional entries) by 11:59 p.m. Eastern Time on the first Tuesday in June. Competitor drops are the only changes allowed after this date and onsite.

National Awards

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

Americans With Disabilities Act (ADA)

- FBLA-PBL meets the criteria specified in the Americans with Disabilities Act for all participants who [submit an accommodation form](#).
- The form must be submitted by 11:59 p.m. Eastern Time on the second Tuesday in May.

General Competitive Event Guidelines

Recording of Presentations

- No unauthorized audio or video recording devices will be allowed in any competitive event. Participants in the performance events should be aware the national association reserves the right to record any performance for use in study or training materials.