

# Here's a Quick and Proven Way to Pass Managing-Human-Capital Certification exam



**With 70 multiple choices Questions and Answers**

1. Which organization advocates that a well-written and implemented work- place violence prevention program can reduce the incidence of workplace violence in all workplaces?

- A. Society for Human Resource Administration (SHRA)
- B. National Labor Relations Board (NLRB)
- C. Occupational Safety and Health Administration (OSHA)
- D. Association of Fair Labor Protection (AFLP)

**Ans>>** C. Occupational Safety and Health Administration (OSHA)

2. What are two physical changes that can be made to prevent workplace violence?

Choose 2 answers

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## WGU Managing-Human-Capital Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• Talent Management Strategies: This section of the exam measures skills of Human Resource Managers and covers talent management strategies to motivate and develop employees. Learners explore methods for attracting, developing, and retaining talent within organizations. The content addresses how managers can implement effective talent management programs that align employee capabilities with organizational goals and foster employee engagement and productivity.</li> </ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Managing Human Capital:</b> Managing Human Capital focuses on strategies and tools that managers use to maximize employee contribution and create organizational excellence. You will learn talent management strategies to motivate and develop employees as well as best practices to manage performance for added value.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Maximizing Employee Contribution:</b> This section of the exam measures skills of Business Managers and covers strategies to maximize employee contribution to organizational excellence. Learners investigate methods for leveraging employee strengths and capabilities to achieve business objectives. The material focuses on how managers can create environments where employees are empowered to contribute their best work and how individual contributions integrate to create overall organizational excellence.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Performance Management Best Practices:</b> This section of the exam measures skills of Human Resource Managers and covers best practices to manage performance for added value. Learners examine systems and processes for measuring, evaluating, and improving employee performance. The content addresses how managers can establish clear performance expectations, provide effective feedback, conduct performance reviews, and implement improvement plans that drive individual and organizational results.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Employee Motivation and Development:</b> This section of the exam measures skills of Organizational Development Specialists and covers strategies to motivate and develop employees for optimal performance. Learners study approaches for understanding employee motivation factors and creating development opportunities. The material focuses on techniques managers use to enhance employee skills, encourage professional growth, and build a motivated workforce that contributes to organizational success.</li> </ul>

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## **Managing-Human-Capital New Dumps Ppt - Exam Managing-Human-Capital Success**

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### **WGU Managing Human Capital C202 Sample Questions (Q18-Q23):**

#### **NEW QUESTION # 18**

Which legislation was established for federal contractors to take proactive steps in affirmative action within their workforces?

- **A. Executive Order 11246**
- B. Civil Rights Act
- C. Worker Adjustment and Retraining Notification Act
- D. Fair Labor Standards Act

**Answer: A**

Explanation:

\* **Executive Order 11246:** Signed by President Lyndon B. Johnson in 1965, this order requires federal contractors to take affirmative action to ensure that equal opportunity is provided in all aspects of their employment.

\* **Affirmative Action Plans:** Contractors must develop and implement affirmative action plans to promote diversity and eliminate discrimination based on race, color, religion, sex, sexual orientation, gender identity, or national origin.

\* **Enforcement:** The Office of Federal Contract Compliance Programs (OFCCP) enforces these requirements and conducts compliance evaluations to ensure adherence.

\* **Impact on Federal Contractors:** This legislation has significantly impacted hiring practices and policies within organizations that do business with the federal government, promoting a more diverse and equitable workforce.

References:

\* Executive Order 11246, Office of Federal Contract Compliance Programs (OFCCP)

\* U.S. Department of Labor, Affirmative Action Overview

### NEW QUESTION # 19

What are employees experiencing if they are motivated by finding fulfillment in their work?

- A. External motivation
- B. Incentive motivation
- C. Intrinsic motivation
- D. Extrinsic motivation

**Answer: C**

Explanation:

When employees are motivated by finding fulfillment in their work, they are experiencing intrinsic motivation.

Intrinsic motivation comes from within the individual and is driven by personal satisfaction, the enjoyment of the task itself, and a sense of accomplishment. Unlike extrinsic motivation, which relies on external rewards such as money or recognition, intrinsic motivation is rooted in the inherent interest or pleasure in the activity.

References

\* Managing Human Capital Textbook

\* "Drive: The Surprising Truth About What Motivates Us" by Daniel H. Pink

\* SHRM (Society for Human Resource Management) guidelines on employee motivation

### NEW QUESTION # 20

Which activity is benefited by maintaining skills inventories for current employees?

- A. Workforce redeployment efforts
- B. External sourcing methods
- C. Voluntary termination practices
- D. Legal hiring procedures

**Answer: A**

Explanation:

A skills inventory is a database or record of employees' current skills, abilities, experiences, education, and qualifications. According to Human Resource Management, 16th Edition by Gary Dessler, maintaining accurate skills inventories is especially valuable for workforce redeployment efforts.

Dessler explains that organizations use skills inventories to match employees with internal job openings, project assignments, or new roles when business needs change. During restructuring, downsizing, or strategic shifts, skills inventories allow management to identify employees who can be reassigned or retrained rather than laid off. This supports internal mobility, reduces turnover costs, and preserves organizational knowledge.

Skills inventories are not primarily used for voluntary termination practices or legal hiring procedures. While they may indirectly support staffing decisions, they are far more critical for internal workforce planning than for external sourcing. External sourcing focuses on recruiting talent from outside the organization, whereas skills inventories emphasize maximizing the use of existing human capital.

Therefore, the activity most directly benefited by maintaining skills inventories is workforce redeployment efforts.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Workforce Planning, Succession Planning, and Talent Management

### NEW QUESTION # 21

Which characteristic of an organization shows strong employee engagement?

- A. Employees are required to undergo performance evaluations.
- B. Employees meet the requirements to perform their jobs.
- C. Employees stay because of salary considerations.
- D. Employees feel recognized for their contributions.

**Answer: D**

Explanation:

Employee engagement reflects the degree to which employees are emotionally and psychologically committed to their work and organization. According to Human Resource Management, 16th Edition by Gary Dessler, a key indicator of strong employee engagement is when employees feel recognized and valued for their contributions.

Dessler emphasizes that engaged employees go beyond simply meeting job requirements. They demonstrate enthusiasm, discretionary effort, and a sense of purpose because they believe their work matters.

Recognition—whether through praise, feedback, or rewards—reinforces this connection and strengthens employees' commitment to organizational goals.

Requirements such as performance evaluations or baseline job performance do not necessarily indicate engagement; they reflect compliance rather than emotional involvement. Similarly, employees who remain solely because of salary may be retained but not engaged. True engagement involves motivation, recognition, and alignment with organizational values.

Thus, an organization where employees feel appreciated for their contributions demonstrates strong employee engagement.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Engagement and Performance

### NEW QUESTION # 22

Which behavior from a manager qualifies as workplace bullying?

- A. Documenting negative observations in an employee's performance review
- **B. Consistently ignoring emails and questions from one particular employee**
- C. Mistakenly revealing personal information about an employee during a staff meeting
- D. Responding with an irritated tone of voice to an employee's disruptive behavior

**Answer: B**

Explanation:

Workplace bullying is defined as repeated, unreasonable actions directed toward an employee that are intended to intimidate, degrade, or undermine them. According to Human Resource Management, 16th Edition by Gary Dessler, bullying often involves persistent behaviors such as exclusion, isolation, or deliberately withholding information necessary for an employee to perform their job.

Consistently ignoring emails and questions from one specific employee fits this definition because it represents ongoing, targeted behavior that can harm the employee's ability to work effectively and can cause emotional distress. Dessler highlights that bullying is distinguished from occasional irritation or isolated mistakes by its repetitive and targeted nature.

An irritated tone used in response to disruptive behavior may be poor communication but does not necessarily constitute bullying. Accidentally revealing personal information is a confidentiality breach, not bullying.

Documenting negative observations in a performance review is a legitimate management responsibility when done objectively and fairly.

Thus, the behavior that qualifies as workplace bullying is consistently ignoring emails and questions from one particular employee.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Workplace Fairness and Employee Relations

### NEW QUESTION # 23

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