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WGU C202: Managing Human Capital Questions and Answers (2025/2026) (100% Verified Answers by Expert)

1. Human Resource Strategy - Links the entire human resource function with the firm's business strategy.
2. Business Strategy - Defines how the firm will compete in its marketplace.
3. Total Rewards - The sum of all rewards employees receives in exchange for their time, efforts, and performance.
4. The combined intrinsic and extrinsic rewards of a job.
5. Employee Handbooks - Print or online materials that document the organization's HRM policies and procedures.
6. HRM: Human Resource Management - The organizational function responsible for attracting, hiring, developing, rewarding, and retaining talent.
7. Outsourcing - Hiring an external vendor to do work for the company rather than doing it internally.

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WGU Managing Human Capital C202 Sample Questions (Q27-Q32):

NEW QUESTION # 27

What guides the development of training content and delivery methods?

- A. Training goals
- **B. Learning objectives**
- C. Evaluation methods
- D. Company needs

Answer: B

Explanation:

The development of training content and delivery methods is guided by clearly defined learning objectives.

Learning objectives specify what employees are expected to learn and achieve by the end of the training program. They provide a clear direction for designing the training materials, selecting appropriate instructional methods, and evaluating the effectiveness of the training. By aligning training content with specific learning objectives, organizations ensure that the training is relevant, targeted, and effective in meeting both employee and organizational needs. References:

* Noe, R. A. (2020). Employee Training and Development. McGraw-Hill Education.

* Blanchard, P. N., & Thacker, J. W. (2013). Effective Training: Systems, Strategies, and Practices. Pearson.

NEW QUESTION # 28

A manager meets with an employee to praise the employee for achieving monthly sales goals.

Which performance management technique did this manager implement?

- A. Formal coaching
- B. Constructive feedback
- **C. Positive feedback**
- D. Progressive coaching

Answer: C

Explanation:

The manager implemented the technique of positive feedback by praising the employee for achieving monthly sales goals. Positive feedback involves recognizing and affirming good performance, which helps to reinforce desirable behaviors and motivate employees. It is a critical component of effective performance management because it not only acknowledges the employee's efforts and achievements but also encourages them to maintain or improve their performance.

References

* Managing Human Capital Textbook

* "The Power of Feedback: Giving, Seeking, and Using Feedback for Performance Improvement" by Manuel London

* SHRM (Society for Human Resource Management) guidelines on performance feedback

NEW QUESTION # 29

What is a job analysis?

- A. A contract that includes sufficient flexibility so that workers are comfortable starting new tasks as needed and proactively finding additional ways to contribute
- B. A summary that outlines the main duties and responsibilities of a job

- C. A step-by-step explanation of how to complete a specific task
- D. A study that first identifies the required tasks and behaviors of a job and then evaluates what is required to perform each required task

Answer: D

Explanation:

Job analysis is a systematic process that involves identifying and documenting the essential tasks, responsibilities, and behaviors required for a job. It also assesses the qualifications, skills, and knowledge needed to perform those tasks effectively. The outcome of a job analysis includes detailed job descriptions and specifications, which are used for various HR functions such as recruitment, selection, training, performance appraisal, and compensation.

"Job and Work Analysis: Methods, Research, and Applications for Human Resource Management" by Michael T. Brannick, Edward L. Levine, and Frederick P. Morgeson Society for Human Resource Management (SHRM) guidelines on job analysis

NEW QUESTION # 30

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

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

Answer: C

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 # 31

Which tool may be used during the learning level of Kirkpatrick's training evaluation?

- A. Performance appraisal
- B. Simulation
- C. Long-term observation
- D. Survey

Answer: D

Explanation:

The learning level of Kirkpatrick's training evaluation model measures the degree to which participants have acquired the intended knowledge, skills, and attitudes based on their participation in the training. A survey is an effective tool at this level as it can assess participants' perceptions of their learning and gather feedback on the training's content and delivery. Surveys can be designed to include specific questions related to the learning objectives and can provide quantitative data on the effectiveness of the training.

References

* Managing Human Capital Textbook

* "Evaluating Training Programs: The Four Levels" by Donald Kirkpatrick and James Kirkpatrick

* SHRM (Society for Human Resource Management) guidelines on training evaluation

NEW QUESTION # 32

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