

Study Materials Managing-Human-Capital Review & Latest Managing-Human-Capital Dumps Questions

Managing Human Capital

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This page contains an overview of the main ideas from Chapter 6. Use the chapter's learning objectives and key takeaway points to complete the downloadable chapter review.

Person-Organization Fit

In this section, you will review information about person-organization fit and use it to build your chapter review. *Objective: Define person-organization (P-O) fit.* Person-organization fit is the fit between an individual's values, attitudes, and personality and the organization's values, norms, and culture. Possible dimensions of fit include integrity, compassion, competitiveness, values, and goals.

Chapter Review: Person-Organization Fit

Use the writing template to answer the following question for your downloadable chapter review.

WRITING TEMPLATE

What is person-organization fit?

Type your response here.

To complete this template, you must click the "Add to Chapter Review" button.

If the button cannot be clicked, make sure you have responded to the prompt.

Types of Interviews and Interview Questions

In this section, you will review information about types of interviews and interview questions. Then you'll use this information to build your chapter review. *Objective: Describe the differences between types of interviews and the differences among interview questions.* There are two types of interviews.

- **Structured interviews:** Use consistent, job-related questions with predetermined scoring keys
- **Unstructured interviews:** Varying questions are asked across interviews; there are usually no standards for evaluating answers

There are three types of interview questions.

- **Behavioral questions:** Use information about what the applicant has done in the past to predict future behaviors

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WGU Managing-Human-Capital Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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.
Topic 2	<ul style="list-style-type: none">Performance Management Best Practices: 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.
Topic 3	<ul style="list-style-type: none">Managing Human Capital: 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.
Topic 4	<ul style="list-style-type: none">Maximizing Employee Contribution: 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.
Topic 5	<ul style="list-style-type: none">Employee Motivation and Development: 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.

WGU Managing Human Capital C202 Sample Questions (Q63-Q68):

NEW QUESTION # 63

What is an example of a customary benefit?

- A. Retirement plan
- B. Unemployment insurance
- C. Social Security
- D. Workers' compensation

Answer: A

Explanation:

Customary benefits are benefits that employers commonly provide but are not legally required. According to Human Resource Management, 16th Edition by Gary Dessler, these benefits are offered to remain competitive in the labor market and to attract and retain employees.

Retirement plans, such as employer-sponsored pension plans or 401(k) contributions, are classic examples of customary benefits. While highly valued by employees, employers are not legally mandated to provide them.

In contrast, workers' compensation, Social Security, and unemployment insurance are mandatory benefits required by law. Dessler explains that customary benefits allow organizations flexibility in designing compensation packages that align with their strategy and workforce needs. Thus, the correct example of a customary benefit is a retirement plan.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Benefits and Total Rewards

NEW QUESTION # 64

Which behavior from a manager qualifies as workplace bullying?

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

Answer: D

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 # 65

What is a benefit of internal recruiting?

- A. Reduced employee anxiety from improved workloads
- B. **Enhanced engagement by promoting from within**
- C. Increased staff diversity in management roles
- D. Increased new insights and ability to lead change efforts

Answer: B

Explanation:

Internal recruiting involves filling job vacancies with current employees from within the organization. One significant benefit of this approach is that it enhances employee engagement and morale. When employees see that the organization values their growth and offers opportunities for advancement, they are more likely to be motivated, committed, and loyal. This practice also reduces the time and cost associated with onboarding and training new hires, as internal candidates are already familiar with the company's culture and processes.

References:

- * Dessler, G. (2020). Human Resource Management. Pearson.
- * Noe, R. A., Hollenbeck, J. R., Gerhart, B., & Wright, P. M. (2019). Human Resource Management: Gaining a Competitive Advantage. McGraw-Hill Education.

NEW QUESTION # 66

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. Progressive coaching
- C. Constructive feedback
- D. **Positive feedback**

Answer: D

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 # 67

What are mandatory benefits?

- A. Benefits that are required by law to be provided to employees
- B. Benefits that are required by the employer to be provided to employees
- C. Benefits that are customarily provided to employees and are rarely denied
- D. Benefits that are in high demand and attract the most desirable candidates

Answer: A

Explanation:

Mandatory benefits are benefits that employers are legally required to provide to employees. According to Human Resource Management, 16th Edition by Gary Dessler, these benefits are established by federal and state laws to protect employees' economic security and well-being.

Examples of mandatory benefits include Social Security, unemployment insurance, workers' compensation, and in some cases family and medical leave. Employers do not have discretion over whether to offer these benefits, as failure to comply can result in legal penalties.

Dessler distinguishes mandatory benefits from voluntary or customary benefits, which employers may offer to remain competitive or attract talent. Therefore, mandatory benefits are best defined as those required by law.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Benefits and Legal Compliance

NEW QUESTION # 68

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