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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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In order to gain more competitive advantages when you are going for a job interview, more and more people have been longing to get a Managing-Human-Capital certification. They think the certification is the embodiment of their ability; they are already convinced that getting a Managing-Human-Capital certification can help them look for a better job. There is no doubt that it is very difficult for most people to pass the exam and have the certification easily. If you are also weighted with the trouble about a Managing-Human-Capital Certification, we are willing to soothe your trouble and comfort you.

WGU Managing-Human-Capital Exam Syllabus Topics:

Topic	Details

Topic 1	<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 2	<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 3	<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 4	<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.
Topic 5	<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.

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WGU Managing Human Capital C202 Sample Questions (Q65-Q70):

NEW QUESTION # 65

A hiring manager researched a job applicant's social media history and discovered a post from the applicant about a family member being diagnosed with Parkinson disease. The hiring manager decided not to hire the applicant based on this discovery.

Which law did the hiring manager violate?

- A. Americans with Disabilities Act of 1990
- B. Fair Labor Standards Act of 1938
- **C. Genetic Information Nondiscrimination Act of 2008**
- D. Family and Medical Leave Act of 1993

Answer: C

Explanation:

The Genetic Information Nondiscrimination Act (GINA) of 2008 also covers situations where genetic information is inadvertently

obtained, such as through social media. It prohibits employers from using genetic information in making employment decisions, including hiring, firing, job assignments, and promotions. The hiring manager's decision not to hire the applicant based on a social media post about a family member's diagnosis with Parkinson's disease constitutes a violation of GINA. Genetic Information Nondiscrimination Act of 2008, U.S. Equal Employment Opportunity Commission (EEOC) website

NEW QUESTION # 66

What is a job analysis?

- A. A study that first identifies the required tasks and behaviors of a job and then evaluates what is required to perform each required task
- B. AzA contract that includes sufficient flexibility so that workers are comfortable starting new tasks as needed and proactively finding additional ways to contribute
- C. A step-by-step explanation of how to complete a specific task
- D. A summary that outlines the main duties and responsibilities of a job

Answer: A

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.

References:

- * "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 # 67

Which tools are used for the employee-relations functions of human resource management (HRM)?

- A. Benefits and rewards
- B. Labor participation programs and employee surveys
- C. Performance goals and principles
- D. Training and development programs

Answer: B

Explanation:

* Labor Participation Programs: These programs encourage employee involvement in organizational decision-making, promoting better labor relations and a more engaged workforce.

* Employee Surveys: These are tools used to gather feedback from employees about their job satisfaction, work environment, and overall experience within the company. The data collected helps HR identify areas of improvement and address any concerns.

* Purpose in HRM: Both tools are crucial for understanding employee perspectives, improving communication, and fostering a positive work environment, which are central to effective employee relations.

* Benefits: Improved employee relations can lead to higher job satisfaction, reduced turnover, and enhanced organizational performance.

References:

- * Society for Human Resource Management (SHRM) resources on employee relations
- * Human Resource Management textbooks and best practices

NEW QUESTION # 68

What is an example of a situational interview question?

- A. "Which type of leadership style do you prefer from your direct manager, and why do you prefer this style?"
- B. "How would you handle a scenario in which you are asked to do something that goes against company policy?"
- C. "How have you handled a situation in which you and a coworker could not cooperate and had to get management involved?"

- D. "What have you done to successfully turn a difficult customer into a satisfied and loyal customer?"

Answer: B

Explanation:

Situational interview questions are designed to assess how candidates would handle hypothetical scenarios related to the job. The question "How would you handle a scenario in which you are asked to do something that goes against company policy?" requires the candidate to demonstrate their problem-solving abilities, ethical judgment, and adherence to organizational rules. This type of question helps employers gauge a candidate's potential behavior and decision-making skills in challenging situations.

References:

Dessler, G. (2020). Human Resource Management. Pearson.

Campion, M. A., Palmer, D. K., & Campion, J. E. (1997). A review of structure in the selection interview. Personnel Psychology.

NEW QUESTION # 69

What is a benefit to the employer of providing a healthy and safe work environment?

- A. Reduced need for policies and procedures
- B. Increased availability of the employer's assistance program
- C. Decreased absenteeism due to health-related issues
- D. Increased health benefit options

Answer: C

Explanation:

* Healthy Work Environment: Providing a healthy and safe work environment helps prevent workplace injuries and illnesses, promoting overall well-being.

* Absenteeism Reduction: When employees are healthy, they are less likely to take time off due to illness or injury, leading to decreased absenteeism.

* Productivity and Morale: A safe work environment enhances employee morale and productivity, as employees feel valued and protected.

* Cost Savings: Reduced absenteeism also translates into cost savings for the employer, as fewer resources are spent on temporary replacements and overtime for covering absent employees.

References:

* Occupational Safety and Health Administration (OSHA) guidelines

* Studies on workplace safety and productivity by the National Institute for Occupational Safety and Health (NIOSH)

NEW QUESTION # 70

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