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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 (Q17-Q22):

### NEW QUESTION # 17

What can encourage desired behaviors from employees when implementing organizational action plans by providing key details on how well the employees are fulfilling their job duties?

- A. Job analyses
- **B. Performance metrics**
- C. Internal financial sheets
- D. Job statements

**Answer: B**

Explanation:

Performance metrics are quantitative measures used to assess how well employees are fulfilling their job duties. They provide specific details on various aspects of job performance, such as productivity, quality, efficiency, and adherence to deadlines. By tracking these metrics, managers can identify areas where employees excel and where they may need additional support or training. Performance metrics help in setting clear expectations, providing feedback, and aligning employee performance with organizational goals. They are essential for implementing organizational action plans as they ensure that employees' behaviors and outcomes are aligned with the desired objectives.

References:  
\* Kaplan, R. S., & Norton, D. P. (1996). "The Balanced Scorecard: Translating Strategy into Action." Harvard Business Review Press.

\* Armstrong, M. (2021). "Armstrong's Handbook of Performance Management: An Evidence-Based Guide to Delivering High Performance." Kogan Page.

### NEW QUESTION # 18

What is a primary focus of global leadership training?

- **A. Cross-cultural collaboration**
- B. Union requirements
- C. Safe work behaviors
- D. A job's technical skills

**Answer: A**

Explanation:

A primary focus of global leadership training is cross-cultural collaboration. In a globalized business environment, leaders must be adept at working with diverse teams across different cultures. Training programs in this area aim to develop skills such as cultural awareness, communication, and adaptability.

These skills enable leaders to effectively manage and collaborate with employees from various cultural backgrounds, fostering an inclusive and cohesive work environment that can enhance global business operations and performance.

References:

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

Black, J. S., Morrison, A. J., & Gregersen, H. B. (1999). Global Explorers: The Next Generation of Leaders. Routledge.

### NEW QUESTION # 19

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

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

- **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 # 20**

Which term refers to guidelines that show how to perform a task in an organization?

- A. Rules
- **B. Procedures**
- C. Codes
- D. Policies

**Answer: B**

Explanation:

Procedures are specific, step-by-step instructions that guide employees on how to perform tasks and activities within an organization. They ensure consistency, efficiency, and safety by providing detailed guidance on the correct way to complete work processes. Procedures help standardize operations, minimize errors, and ensure compliance with organizational policies and external regulations. They are crucial for training new employees, maintaining quality control, and facilitating continuous improvement.

References:

- \* Dessler, G. (2020). Human Resource Management. Pearson.
- \* Armstrong, M., & Taylor, S. (2020). Armstrong's Handbook of Human Resource Management Practice. Kogan Page.

#### **NEW QUESTION # 21**

Which scenario is an example of a procedure?

- A. A store manager does not allow any employee to leave until their workstation is audited.
- B. A store manager trusts employees to clean their workstations.
- **C. A store manager requires all employees to clean their workstations at the end of each shift.**
- D. A store manager says that they like it when employees clean their workstations.

**Answer: C**

Explanation:

A procedure is a series of steps or actions that need to be followed in order to achieve a specific outcome.

Option D specifies that the store manager requires all employees to clean their workstations at the end of each shift, indicating a clear, consistent, and repeatable set of actions (steps) that employees must follow, which is the essence of a procedure.

References:

- \* Managing Human Capital Textbook
- \* SHRM (Society for Human Resource Management) guidelines on procedures

#### **NEW QUESTION # 22**

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