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WGU C202 Managing Human Capital

Direct financial compensation - compensation received in the form of salary, wages, commissions, stock options or bonuses

indirect financial compensation - all the tangible and financially valued rewards that are not included in direct compensation including free meals, vacation time and health insurance

nonfinancial compensation - rewards and incentives given to employees that aren't financial in nature

base pay - reflects the size and scope of an employee's responsibilities

severance pay - give to employees upon termination of their employment

fixed pay - pays employees a set amount regardless of performance

variable pay - bases some or all of an employee's compensation on employee, team, or organizational

pay structure - the array of pay rates for different work or skills within a single organization

pay mix - the relative emphasis give to different compensation components

pay leader - organization with a compensation policy of giving employees greater rewards than competitors

pay follower - an organization that pays its front-line employees as little as possible

resource dependence theory - proposition that organizational decisions are influenced by both internal and external agents who control critical resources

wage differentials - differences in wage between various workers, groups of workers, or workers within a career field

labor market - all of the potential employees located within a geographic area from which the organization might be able to hire

cost of living allowances - clauses in union contacts that automatically increase wages base on the U.S. Bureau of Labor Statistics' cost of living index

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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"> • 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 3	<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 4	<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 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.

>> **Managing-Human-Capital Dumps Questions** <<

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WGU Managing Human Capital C202 Sample Questions (Q56-Q61):

NEW QUESTION # 56

What is a driver for employee retention?

- **A. Succession management**
- B. Competency databases
- C. External sourcing
- D. Performance metrics

Answer: A

Explanation:

Employee retention is strongly influenced by opportunities for growth, advancement, and long-term career development. According to Human Resource Management, 16th Edition by Gary Dessler, succession management is a key driver of employee retention because it signals to employees that the organization is invested in their future.

Succession management involves identifying, developing, and preparing employees for future leadership or critical roles. Dessler explains that when employees see clear career paths and development opportunities within the organization, they are more likely to remain committed and less likely to seek opportunities elsewhere.

Performance metrics and competency databases are tools used to measure and manage performance and skills, but they do not directly motivate employees to stay. External sourcing focuses on hiring from outside the organization and does not contribute to retaining existing employees. Therefore, the strongest driver of employee retention among the options is succession management.

Source:

NEW QUESTION # 57

How does diversity awareness improve an organization's performance?

- A. Enables companies to earn more profit
- B. Enables companies to have better reputations
- C. Enables companies to give managers flexibility in their hiring practices
- **D. Enables companies to hire, retain, and motivate the best talent**

Answer: D

Explanation:

Inclusion in the workplace refers to creating an environment where all employees feel valued, respected, and have equal access to opportunities and resources. An inclusive scenario is one where team members collaborate, and everyone's ideas and contributions are considered. This encourages a sense of belonging and leverages the diverse perspectives of the entire team, leading to enhanced innovation and team performance.

The given example demonstrates this by showing a department where collaboration and open sharing of ideas are practiced. References:

* Roberson, Q. M. (2006). Disentangling the meanings of diversity and inclusion in organizations. *Group & Organization Management*.

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

NEW QUESTION # 58

What is a primary focus of global leadership training?

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

Answer: C

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 # 59

Why is human resource planning an important human resource management activity?

- A. It provides guidance on how to form business goals that are in alignment with the organization's vision.
- B. It provides a means to get the most output from each employee through rewards and punishments to drive greater profits.
- C. It provides direction on how to budget the financial needs of an organization to ensure the organization remains profitable.
- **D. It helps design a workplace for optimal efficiency and performance while also identifying the talent needed to execute a business strategy.**

Answer: D

Explanation:

Human resource planning is a critical function of human resource management that involves forecasting an organization's future human resource needs and planning for how to meet those needs. This includes designing jobs and workspaces for optimal efficiency, ensuring the right number of employees with the right skills are in place, and aligning human resources with the organization's strategic goals. This planning ensures the organization can meet its future demands and remain competitive.

NEW QUESTION # 60

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

Answer: A

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 # 61

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