

# Managing-Human-Capital考試指南 & Managing-Human-Capital最新題庫資源



C202

## Managing Human Capital



### Course Overview

What does it mean to manage human capital? Good managers effectively leverage employee talent to achieve superior business results while also fostering employees' professional achievements. Comprehensive talent management practices, strategies, and tools help managers across industries maximize employee contribution to create organizational excellence.

Since organizations are made up of people, their talent capacity should drive organizational performance. Managing employee talent well means attracting, retaining, motivating, and rewarding employees, thereby enabling them to thrive as a source of sustainable competitive advantage.

### About Assessments

The objective assessment is the culmination of your time in this course. The pre-assessment, quizzes, other activities within the chapters, and the objective assessment build upon one another. While the quizzes in the course are optional, they provide important practice opportunities as you progress through the material and continue to learn. The quiz questions are unscored and give you immediate feedback; you should consider the questions a means of measuring your progress and a tool to inform your study. The pre-assessment is not proctored and is a similar experience to the proctored objective assessment. Connect with your program mentor to discuss your progress and readiness for your first objective assessment. Although you may be assessed on a specific concept in the pre-assessment, ensure your overall competency before completing the objective exam.

To maximize your success, treat the pre-assessment as you would a proctored exam. Review the coaching report to address any areas of concern; if you are struggling with any content, reach out to your course instructor. Unscored items may occasionally be added to the proctored assessment as a means of continuously improving the experience for future students. Please know this is normal, and these items may not be directly reflected in the number of questions displayed in the instructions.

### Technology

From your course homepage when you go to course material you will utilize the Soomo Learning platform for this course. Access the table of contents in Soomo Learning and search function from the top left and the tools menu from the top right corner. Help and features in the platform can be found as dropdowns within the tools menu.

For any assessment related needs, such as webcam setup or site scheduling, please contact Assessment Services.

### Frequently Asked Questions

#### How do I successfully complete C202?

Watch the related videos. Using the study guide, read the text and think through the examples. Answer questions throughout the chapters, reflect on the material, and complete all quizzes. Take advantage of additional readings for more detailed explanations and case studies for context. Meet with your course instructor with questions. Participate in cohorts or webinars.

#### How do I register for a cohort?

Register through the Explore Cohort Offerings link on your course page.

#### How should I learn the terminology?

Use the study guide as a rough outline of the chapters and terms. Take notes for learning objectives and associated concepts. Flashcards at the end of chapters help you practice your recall. Review the glossary and study guide, and revisit any areas of confusion. Complete quizzes, and discuss concepts with your instructor to gain clarity.

#### Do I need to complete all of the quizzes?

While quizzes are optional, they are highly recommended. Chapter, quarter, and course level questions are designed to provide practice and immediate feedback to refine your understanding and inform future study.

#### Is the objective assessment comprehensive?

Yes, the objective assessment covers all course content. The study guide and learning resources provide comprehensive information on all concepts assessed.

#### How long will it take to complete this course?

Completion times vary, but many students choose to follow a four-week pace; some complete the course in less time.

WGU Managing-Human-Capital 認證考試已經成為了IT行業中很熱門的一個考試，但是為了通過考試需要花很多時間和精力掌握好相關專業知識。在這個時間很寶貴的時代，時間就是金錢。Fast2test為WGU Managing-Human-Capital 認證考試提供的培訓方案只需要20個小時左右的時間就能幫你鞏固好相關專業知識，讓你為第一次參加的WGU Managing-Human-Capital 認證考試做好充分的準備。

## WGU Managing-Human-Capital 考試大綱：

主題	簡介
主題 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
主題 2	<ul style="list-style-type: none"> <li>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.</li> </ul>

主題 3	<ul style="list-style-type: none"> <li>• <b>Maximizing Employee Contribution:</b> 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.</li> </ul>
主題 4	<ul style="list-style-type: none"> <li>• <b>Talent Management Strategies:</b> 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.</li> </ul>
主題 5	<ul style="list-style-type: none"> <li>• <b>Managing Human Capital:</b> 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.</li> </ul>

### >> Managing-Human-Capital考試指南 <<

## Managing-Human-Capital最新題庫資源， Managing-Human-Capital考試資訊

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## 最新的 Courses and Certificates Managing-Human-Capital 免費考試真題 (Q10-Q15):

### 問題 #10

A manager and an employee go on a lunch break together. The manager tells the employee about another coworker that received discipline. The manager discloses to the employee that the coworker was reprimanded for poor performance. Which part of this scenario involves an ethical dilemma?

- A. The employee going on a lunch break with the manager
- B. The manager having an unofficial one-on-one conversation with the employee
- **C. The manager disclosing the discipline of the coworker to the employee**
- D. The employee listening to what the manager shared

答案：C

解題說明：

\* Confidentiality Breach: The manager discussing the disciplinary actions taken against another employee violates the principle of confidentiality. Disciplinary actions are private matters and should only be shared with those directly involved or authorized personnel.

\* Professional Ethics: According to professional ethics, particularly in HR and management, sensitive information about employees should not be disclosed to others who do not have a legitimate need to know.

\* Trust and Morale: Such disclosures can erode trust within the team and negatively impact morale, as employees might feel their privacy is not respected.

\* Legal Implications: There could be potential legal implications if the disclosed information is used improperly or causes harm to the reputation of the disciplined employee.

References:

Society for Human Resource Management (SHRM) Code of Ethical and Professional Standards HR Confidentiality Policies and Best Practices

### 問題 #11

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

答案: A

解題說明:

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.

References:

\* Genetic Information Nondiscrimination Act of 2008, U.S. Equal Employment Opportunity Commission (EEOC) website

### 問題 #12

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

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

答案: B

解題說明:

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.

### 問題 #13

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

答案: B

解題說明:

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.

#### 問題 #14

An employee was surprised to receive low rankings from a manager on a performance evaluation. The employee was unaware that some of the goals that caused the low rankings were job expectations because the manager had never discussed the goals with the employee.

Which obstacle to effective performance management is illustrated in this example?

- A. Committing a leniency error in the employee's performance evaluation
- B. Showing bias in comparing the employee to other employees
- C. Having personal standards that are too high for the employee's position
- **D. Failing to develop a performance plan with the employee**

答案： D

解題說明：

Effective performance management requires clear communication of job expectations, performance standards, and goals before evaluating employee performance. According to Human Resource Management, 16th Edition by Gary Dessler, one of the most critical steps in performance management is jointly developing a performance plan that specifies what the employee is expected to accomplish and how performance will be measured. When this step is skipped, performance appraisals often appear unfair and unexpected to employees.

In this scenario, the employee received low ratings based on goals that were never discussed or clarified. This reflects a failure in the planning phase of performance management, not a rating error such as leniency or bias. Dessler emphasizes that employees must clearly understand expectations at the start of the appraisal period; otherwise, evaluations lose credibility and can damage trust, motivation, and engagement.

Performance planning aligns employee efforts with organizational objectives and provides a standard against which performance can be fairly assessed. When managers fail to develop and communicate a performance plan, employees cannot reasonably be held accountable for unmet goals. Therefore, the obstacle illustrated here is failing to develop a performance plan with the employee.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Performance Management and Appraisal

#### 問題 #15

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