

Exam Managing-Human-Capital Quiz & Reliable Managing-Human-Capital Test Questions

WGU C202 Managing Human Capital Final Assessment Quiz Ch 1-1.
Exam with Questions and Verified Answers 100%

1. what can hr do best support organizational strategy?: acquire, develop, and retain the best employees
2. a manager abruptly fired anyone who is not dressed in business casual attire per company policy. what has the manager done?: not broken the law
3. Which law governs the issues of overtime and federal minimum wage?: the Fair Labor Standards Acts of 1938
4. A boss is making unwelcome sexual advances and inappropriate requests for favors to several employees. Which type of harassment is this?: quid pro quo harassment
5. Which type of discrimination could be occurring if consistent qualifications across all applicants actually discourage minorities from applying?: adverse impact
6. Which term best describes training that can help learners identify the most effective ways of working with people from particular culture or country?: culture-specific cross-cultural training
7. A manager believes that all Asians are high performers. Which kind of bias is this?

1/5

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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"> • 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"> • 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 4	<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 5	<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.

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WGU Managing Human Capital C202 Sample Questions (Q39-Q44):

NEW QUESTION # 39

What is the definition of staffing?

- A. The process of workforce planning that supports the exchange of talent every few months in order to keep the organization fresh
- **B. The process of planning, acquiring, deploying, and retaining employees to enable an employer to meet its talent needs**
- C. The process of acquiring employees from wherever possible with the goal of remaining unbiased
- D. The process of hiring and terminating employees to enable an employer to meet its budgetary needs

Answer: B

Explanation:

* **Definition of Staffing:** Staffing encompasses a series of activities aimed at ensuring the organization has the right people in the right jobs at the right time.

* **Components:**

* **Planning:** Assessing current and future staffing needs based on organizational goals.

* **Acquiring:** Recruiting and selecting candidates who fit the organizational culture and job requirements.

* **Deploying:** Placing employees in roles where they can be most effective.

* **Retaining:** Implementing strategies to keep talented employees engaged and committed to the organization.

* **Importance:** Effective staffing ensures that the organization has the human capital necessary to achieve its objectives and maintain a competitive edge.

References:

- * Human Resource Management theories and practices
- * Strategic Staffing models and frameworks

NEW QUESTION # 40

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

Answer: B

Explanation:

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

NEW QUESTION # 41

How can human resource managers increase procedural fairness in the hiring process?

- **A. By using validated selection methods that are job related**
- B. By utilizing interviewers who are friendly and personable
- C. By assessing a variety of interpersonal skills through unstructured interviews
- D. By asking personal questions to better understand a candidate

Answer: A

Explanation:

Procedural fairness in the hiring process can be increased by implementing validated selection methods that are directly related to the job requirements. This includes using standardized tests, structured interviews, and job simulations that have been scientifically proven to predict job performance. These methods ensure that all candidates are evaluated consistently and objectively based on their qualifications and abilities relevant to the job, thereby reducing biases and enhancing the perceived fairness of the selection process.

References:

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

* Boudreau, J. W., & Cascio, W. F. (2017). Applied Psychology in Talent Management. Sage Publications.

NEW QUESTION # 42

What is a retention strategy for reducing voluntary turnover?

- A. Track and monitor performance trends for merit pay
- B. Source internal candidates to reduce vacancy problems

- C. Conduct employee satisfaction surveys
- D. Develop a strong pipeline of external candidates

Answer: C

Explanation:

Reducing voluntary turnover requires organizations to understand why employees leave and what factors influence their decision to stay. According to Human Resource Management, 16th Edition by Gary Dessler, an effective retention strategy is to conduct employee satisfaction surveys. These surveys help management identify issues related to pay, supervision, workload, career development, and work environment before dissatisfaction leads to resignation.

Dessler explains that voluntary turnover is often avoidable when organizations proactively listen to employees and address concerns early. Satisfaction surveys provide actionable data that enable HR managers to implement targeted interventions such as improving leadership practices, adjusting compensation, or enhancing work-life balance initiatives.

In contrast, sourcing internal or external candidates focuses on staffing and replacement rather than retention.

Monitoring performance trends for merit pay relates to compensation management but does not directly uncover reasons employees may leave. Therefore, the most effective retention-focused strategy listed is conducting employee satisfaction surveys.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Retention and Turnover Management

NEW QUESTION # 43

What are mandatory benefits?

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

Answer: D

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 # 44

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