

# Quiz 2026 HRPA CHRP-KE Latest Test Preparation



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## HRPA CHRP Knowledge Exam Sample Questions (Q12-Q17):

### NEW QUESTION # 12

Which of the following describes the informal, unstructured network in which communication flows among employees?

- A. Social networking
- B. Instant messaging
- C. **Grapevine**
- D. Groupthink

**Answer: C**

Explanation:

The HRPA Study Guide identifies the grapevine as the informal, unstructured communication network that operates alongside formal channels, transmitting information rapidly through employee connections. Groupthink is a decision-making pitfall, social networking is a broader concept/platform use, and instant messaging is a tool rather than a network type.

Relevant HRPA references (no external links):

HRPA Study Guide - Communication in Organizations: formal vs. informal channels; the grapevine.  
HRPA Competency Framework - Organizational Effectiveness: facilitating effective communication systems.

### NEW QUESTION # 13

Which of the following types of training would best convey an organization's values and decision-making policies and thus optimize organizational effectiveness?

- A. Cross-cultural training
- B. Ethics training
- C. Racial harassment training
- D. Diversity training

**Answer: B**

Explanation:

Within the Learning and Development and Professional Practice domains of the HRPA Competency Framework, HR is expected to design and deliver learning that "aligns with organizational values, policy requirements, and decision-making standards" and that "builds ethical awareness, judgement, and conduct consistent with the organization's code and policies." Ethics training explicitly teaches the organization's values, standards of conduct, and policy-based decision rules, which is why it is the direct vehicle to communicate how choices should be made in the workplace.

By comparison, diversity or cross-cultural training (A and B) build awareness and interpersonal competence, and racial harassment training (D) focuses on legal compliance and prevention; all are important, but ethics training most directly embeds the organization's values and decision-making expectations, thereby supporting organizational effectiveness.

Relevant HRPA references: Professional Competency Framework - Learning & Development (align learning to values and policies; develop ethical decision-making capabilities); Professional Practice (apply and reinforce codes, policies, and ethical standards through training).

### NEW QUESTION # 14

A small startup organization is contending with a crisis. The HR professional has advised the managers to connect with their employees to tell them about the volatile situation. Which form of communication is the most effective way to inform employees about the crisis?

- A. A face-to-face meeting with all staff that would cease operations for the duration of the meeting
- B. An all-staff voicemail that delivers detailed information about the crisis that employees can listen to after work hours
- C. An all-staff email that provides detailed information about the crisis but allows employees to continue working
- D. An online speech that employees could listen to while they continue to work.

**Answer: A**

Explanation:

HRPA's change and communication guidance emphasizes that in high-stakes or sensitive situations, organizations should prioritize direct, synchronous, two-way communication that enables clarity, leader presence, and Q&A. A face-to-face all-staff meeting best supports accuracy, alignment, and immediate feedback during a crisis; one-way or asynchronous channels (email, voicemail, passive online broadcasts) are less effective for urgent, emotionally charged messages.

### NEW QUESTION # 15

Which of the following types of digital technology can help incorporate more engagement in employee training?

- A. Data analytics
- B. Cloud computing
- C. Social media
- D. Gaming

**Answer: D**

Explanation:

The HRPA Competency Framework highlights leveraging learning technologies to enhance participation, practice, and feedback. Game-based learning/gamification increases engagement by adding interactive challenges, immediate feedback, and reinforcement

mechanics that promote retention and application - all identified in HRPA's learning design guidance as methods that improve learner motivation and engagement.

Cloud computing (A) and data analytics (B) enable delivery and evaluation infrastructures; social media (D) can support collaboration. However, gaming most directly and reliably increases engagement within the training experience itself.

Relevant HRPA references: Professional Competency Framework - Learning & Development (apply digital learning strategies to improve engagement, practice, and transfer).

## NEW QUESTION # 16

What is the first type of data collected when evaluating training and development programs?

- A. Organizational results
- B. Behavioural changes
- C. Skills acquired
- D. Reactions

### Answer: D

Explanation:

The first and most immediate level assessed is participant reactions to the training.

Explanation:

HRPA's Learning and Development competencies reference standard training evaluation models in which the initial level focuses on participant reactions (e.g., satisfaction, perceived relevance, perceived quality). These data are collected immediately post-training and inform later levels assessing learning (skills/knowledge), behaviour change, and organizational results.

Relevant Framework Reference (HRPA): Professional Competency Framework-Learning and Development (evaluation of learning initiatives); HRPA Study Guide-training evaluation sequence beginning with reaction data.

## NEW QUESTION # 17

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