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WGU Managing-Human-Capital Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> • 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 4	<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 5

- **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.

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WGU Managing Human Capital C202 Sample Questions (Q37-Q42):

NEW QUESTION # 37

What is a characteristic of psychological contracts in the workplace?

- A. They are formed to encourage positive workplace environments.
- **B. They consist of the unwritten expectations of the employment relationship.**
- C. They include formal agreements made during voluntary counseling sessions.
- D. They are based on shared core values between employees and their managers.

Answer: B

Explanation:

Psychological contracts refers to the informal and unwritten set of expectations that exists between an employee and the employer. According to Human Resource Management, 16th Edition by Gary Dessler, psychological contracts include beliefs about job security, career development, fairness, recognition, and mutual obligations that are not formally stated in employment contracts. Dessler emphasizes that psychological contracts develop over time through communication, organizational culture, and managerial behavior. When employees believe these unwritten expectations are fulfilled, trust and commitment increase. When they are violated, employees may experience dissatisfaction, reduced engagement, or withdrawal behaviors.

Psychological contracts are not formal legal agreements, nor are they created through counseling sessions.

While shared values and positive environments may influence them, their defining characteristic is that they are unwritten expectations governing the employment relationship. Therefore, the correct answer is they consist of the unwritten expectations of the employment relationship.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Engagement and Organizational Culture

NEW QUESTION # 38

What are mandatory benefits?

- A. Benefits that are customarily provided to employees and are rarely denied
- B. Benefits that are required by the employer to be provided to employees
- 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 those that employers are legally required to provide to employees. These benefits typically include social security, unemployment insurance, workers' compensation, and in some regions, health insurance. The purpose of mandatory benefits is to ensure a basic level of security and protection for all employees, safeguarding their financial and physical well-being.

References

- * Managing Human Capital Textbook
- * "Employee Benefits" by Joseph J. Martocchio
- * SHRM (Society for Human Resource Management) guidelines on mandatory benefits

NEW QUESTION # 39

Which type of benefit is typically more secure for unionized workers than for nonunionized workers?

- A. **Guaranteed pensions**
- B. 401 (k) plans
- C. Merit pay
- D. Individual bonuses

Answer: A

Explanation:

Unionized workers typically enjoy more secure benefits compared to nonunionized workers, with guaranteed pensions being one of the most secure. Unions negotiate defined benefit pension plans that promise a specified monthly benefit at retirement, which is often based on factors such as salary history and years of service.

These plans provide financial security for employees upon retirement and are less common in nonunionized workplaces, where defined contribution plans like 401(k)s are more prevalent.

References:

- * Noe, R. A., Hollenbeck, J. R., Gerhart, B., & Wright, P. M. (2019). Human Resource Management: Gaining a Competitive Advantage. McGraw-Hill Education.
- * Freeman, R. B., & Medoff, J. L. (1984). What Do Unions Do?. Basic Books.

NEW QUESTION # 40

What is an example of a situational interview question?

- A. "How have you handled a situation in which you and a coworker could not cooperate and had to get management involved?"
- B. "What have you done to successfully turn a difficult customer into a satisfied and loyal customer?"
- C. **"How would you handle a scenario in which you are asked to do something that goes against company policy?"**
- D. "Which type of leadership style do you prefer from your direct manager, and why do you prefer this style?"

Answer: C

Explanation:

Situational interview questions are designed to assess how candidates would handle hypothetical scenarios related to the job. The question "How would you handle a scenario in which you are asked to do something that goes against company policy?" requires the candidate to demonstrate their problem-solving abilities, ethical judgment, and adherence to organizational rules. This type of question helps employers gauge a candidate's potential behavior and decision-making skills in challenging situations.

References:

- Dessler, G. (2020). Human Resource Management. Pearson.
- Campion, M. A., Palmer, D. K., & Campion, J. E. (1997). A review of structure in the selection interview. Personnel Psychology.

NEW QUESTION # 41

What is a primary focus of global leadership training?

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

Answer: D

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 # 42

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