

Managing-Human-Capital Valid Real Test - Managing-Human-Capital Latest Exam Notes

Managing Human Capital C202 Notes to Pass Test

Chapter 1

HRM- the organizational function responsible for attracting, hiring, developing, rewarding, and retaining talent

6 HRM functional areas- staffing, health/safety, performance management, employee management relations, rewards/benefits, training/development

HRM systems influence performance- improves efficiency, contributes to revenue growth, increase employee understanding, develop enhance employee capabilities (helps employees focus on things)

HRM Systems influence performance of an organization

- by improving organizational efficiency
- contributing to revenue growth
- enhancing employee capabilities and talents(goal attainment)
- increase employee engagement
- ability to manage change

HRM's role in executing an organization's business strategy- HRM policies and strategies must match with competitive environment and immediate business conditions

Business strategy- defines how the firm will compete in the market

Talent Philosophy- system of beliefs about how its employees should be treated

- diversity
- ethics
- time of careers
- viewment of employees

Employee Handbook- document of the organization's HRM policies and procedures that help employees learn the company's HRM (helps employees easily research topics)

HRM is performed by professionals, managers, individual employees, service centers, outside vendors, employer organizations

HRM Systems- technology based platforms that help human resource management professionals securely house sensitive employee records

Chapter 2

3 specific ways HR can support organizations should it choose to shift its culture-

Chapter 5

Sourcing- is the process of identifying qualified individuals and labor markets from which to recruit

Recruiting- refers to activities that affect either the numbers or the type of people willing to apply

The Relationship between sourcing and recruiting- sourcing uses analytical skills to generate recruiting leads. Sourcing and recruiting influences what employees can do.

Internal recruiting- are fast and inexpensive internal job recruiting- employers can directly apply being overlooked is reduced

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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"> 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 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"> 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"> 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.

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

NEW QUESTION # 37

Which type of work culture utilizes hiring, retaining, developing, and motivating employees while making work assignments that are connected to data or outcomes?

- A. Innovative culture
- B. Risk culture
- C. Compliance culture
- **D. Performance culture**

Answer: D

Explanation:

A performance culture is one that focuses on achieving specific results and aligning employee activities with the organization's strategic goals. In this type of culture, hiring, retaining, developing, and motivating employees are driven by data and outcomes. Performance metrics are used to make work assignments and evaluate employee contributions to ensure that the organizational objectives are met effectively and efficiently.

"High Performance Work Systems" by David A. Buchanan and Andrzej A. Huczynski, "Organizational Behavior" Society for Human Resource Management (SHRM) articles on performance culture

NEW QUESTION # 38

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

Answer: A

NEW QUESTION # 39

What is a cause of an employee leaving an organization that the organization could have avoided?

- A. Compensation issues
- B. New career
- C. Retirement
- D. Performance issues

Answer: A

Explanation:

Employee turnover can be classified as either avoidable or unavoidable. According to Human Resource Management, 16th Edition by Gary Dessler, avoidable turnover occurs when employees leave for reasons that management can influence or control, such as dissatisfaction with pay, supervision, working conditions, or career opportunities.

Compensation issues are a common and preventable cause of voluntary turnover. Dessler notes that when employees perceive pay as unfair or uncompetitive, they are more likely to leave for better opportunities.

Organizations can address this through market-based pay structures, merit increases, and transparent compensation policies.

In contrast, retirement and pursuing a new career are typically unavoidable, as they are driven by personal life stages or individual career choices beyond organizational control. Performance-related separations are usually involuntary and initiated by the employer rather than the employee.

Therefore, the cause of employee departure that an organization could have avoided is compensation issues.

Source:

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

NEW QUESTION # 40

How does diversity awareness improve an organization's performance?

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

Answer: B

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 # 41

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

- A. 401 (k) plans

- B. Individual bonuses
- C. Guaranteed pensions
- D. Merit pay

Answer: C

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 # 42

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