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HRCI The Professional in Human Resources (SPHR) Sample Questions (Q41-Q46):

NEW QUESTION # 41

Organizations must assess the safety of their workplaces and consider the ability of a business to continue despite risk impact. When assessing business continuity risks, the HR Professional must consider several different types of disasters, their probability, and impact on an organization. What category of disaster is best described as acts of terrorism, major thefts, sabotage, or labor disputes?

- A. Environmental disasters
- **B. Organized or deliberate disruptions**
- C. System failures
- D. Serious information security incidents

Answer: B

Explanation:

Section: Volume C

Explanation/Reference:

Answer option A is correct.

Terrorism, major thefts, sabotage, and labor disputes are all categorized and analyzed for their effect on business continuity as an organized or deliberate disruption.

Answer option B is incorrect. Environmental disasters are things like earthquakes, tornados, fires, and even chemical spills.

Answer option D is incorrect. Serious information security incidents are things like hacker and cyber attacks on an organization's information systems.

Answer option C is incorrect. System failures are part of the loss of public utilities and services.

Reference: Professional in Human Resources Certification Guide, Sybex, ISBN: 978-0-470-43096-5. Chapter 5: Human Resource Development. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Risk Management

Objective: Risk Identification

NEW QUESTION # 42

Jan is the HR Professional for her organization and she's meeting with the management to discuss the results of a balanced scorecard review. In particular, the management is asking Jan for her opinion how the organization can enhance organizational performance through education of the organization's employees.

Which specific component of the balanced score is the management likely to be concerned with, in this scenario?

- **A. Learning and growth**
- B. Rewards and recognition
- C. Education and learning
- D. Performance and retention

Answer: A

Explanation:

Section: Volume D

Explanation/Reference:

Answer option D is correct.

Learning and growth focus on employee training and attitudes towards the individual and corporate growth.

Chapter: Business Management and Strategy

Objective: HR Metrics: Measuring Results

NEW QUESTION # 43

Health and wellness programs are beneficial for employers because they do what?

- A. Require employees to lose weight, stop smoking, and avoid substance abuse
- B. Provide nutrition counseling, exercise programs, and health education programs
- C. Provide on-site opportunities for physical fitness
- **D. Increase productivity, reduce medical costs, and attract top-quality job candidates**

Answer: D

Explanation:

Section: Volume B

Explanation/Reference:

Answer option D is correct.

Employers look for benefit programs that add value to the bottom line. Health and wellness programs do this by increasing

productivity and reducing costs. These programs are attractive to job candidates and enhance recruiting efforts. See Chapter 8 for more information.

Chapter: Risk Management

Objective: Risk Management

NEW QUESTION # 44

Offering training in cross-cultural conflict management is one example of what?

- **A. Cultural competence**
- B. Generational diversity effort
- C. An industry best practice
- D. Qualitative analysis

Answer: A

Explanation:

Explanation/Reference:

Answer option B is correct.

Cultural competence considers the diversity efforts necessary to achieve corporate aims such as reflecting the population and increasing the applicant candidate pool. It measures the ability of a company to function effectively in the context of these diverse beliefs. Conflict management training is one example of an HR behavior that addresses an organization's cultural competency.

Chapter: Core Knowledge Requirements for HR Professionals

Objective: Review Questions

NEW QUESTION # 45

A department manager advises you that the productivity of his data-entry operators is unsatisfactory and asks you to develop a training program to improve their data-entry skills. What is your first step?

- A. Talk to other managers to validate the situation.
- **B. Conduct a needs assessment.**
- C. Develop a lesson plan.
- D. Select a training method.

Answer: B

Explanation:

Answer option B is correct. A needs assessment is conducted to determine what is required to solve a problem, including whether training is the appropriate intervention. If, for example, network crashes are the cause of the low productivity, training will not solve the problem. Lesson plans (A) are created during the design stage of training discussed in Chapter 5. Talking to other managers to validate the situation (D) may be included in the needs assessment along with other factors. The training method is selected (C) during the development phase discussed in Chapter 5. Chapter: Core Knowledge Requirements for HR Professionals Objective: Review Questions

NEW QUESTION # 46

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