

Latest WGU Managing-Human-Capital Material - Managing-Human-Capital Latest Learning Material

WGU C202: Managing Human Capital Exam Study Guide with complete solutions | Latest 2025/2026 Update.

Internal recruiting source locates talent currently working for the company that would be a good fit with another position

External recruiting source targets people outside the organization

Succession management the ongoing process of preparing employees to assume other positions in the organization

Talent inventory manual or computerized records of employee's relevant characteristics, experiences and competencies

Internal job posting systems communicate information about internal job openings to employees

Careers site the area of an organization's website devoted to jobs and careers with the company

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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">• 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 3	<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 4	<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 5	<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.

WGU Managing Human Capital C202 Sample Questions (Q34-Q39):

NEW QUESTION # 34

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

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

Answer: B

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 # 35

Which scenario illustrates how a human resources (HR) department serves as an internal consultant for managers?

- A. A manager informs the HR department that an employee has been late numerous times, and the HR department tells the manager to refer to the organization's policy.
- B. An HR department conducts background checks on newly hired employees before they report for their first day with their manager.
- C. An HR department selects applicants who will receive job offers without seeking a manager's approval.
- **D. A manager wants to address repeated employee tardiness and gets advice from the HR department about protocol before addressing the situation.**

Answer: D

Explanation:

In this scenario, the HR department acts as an internal consultant by providing expert advice and guidance to the manager on handling a specific employee issue-repeated tardiness. The HR department helps the manager understand the appropriate protocol, ensuring that the manager's actions are consistent with company policies and legal requirements. This consultative role supports managers in making informed decisions and effectively addressing workplace challenges.

References:

* "Human Resource Management" by Gary Dessler

* Society for Human Resource Management (SHRM) resources on HR as an internal consultant

NEW QUESTION # 36

What makes an organization a closed union shop?

- A. It allows employees to choose whether they join a union.
- B. It has a policy against union membership for employees.
- C. It considers only nonunion employees for promotions.
- **D. It hires and employs current union members exclusively.**

Answer: D

Explanation:

A closed union shop is a workplace in which employers agree to hire and employ only workers who are already members of a union. According to Human Resource Management, 16th Edition by Gary Dessler, this arrangement gives unions significant control over workforce entry by restricting employment exclusively to union members.

Dessler explains that closed shops were once common but are now illegal in the United States under the Taft-Hartley Act.

However, understanding the concept remains important for distinguishing it from other union arrangements, such as union shops and agency shops. In contrast, a union shop allows nonunion employees to be hired but requires them to join the union after a certain period.

Options involving voluntary union membership or nonunion-only policies do not define a closed shop.

Therefore, the defining feature of a closed union shop is that it hires and employs current union members exclusively.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Labor Relations and Union Structures

NEW QUESTION # 37

What is organizational design?

- **A. Selecting and managing aspects of organizational structure in order to facilitate organizational goal achievement**
- B. Allocating, coordinating, and supervising tasks to achieve organizational aims
- C. Using a graphic representation of the structure of an organization to see the relationships between the organization's positions
- D. Making decisions about how to plan and organize work and exercise authority

Answer: A

Explanation:

Organizational design involves configuring the structure of an organization to effectively achieve its goals.

This includes determining the best ways to allocate resources, coordinate activities, and supervise tasks. The aim is to create an optimal organizational framework that enhances communication, improves efficiency, and supports the achievement of strategic objectives. It includes decisions about hierarchy, departmentalization, span of control, and formalization.

References:

* "Organization Design: A Guide to Building Effective Organizations" by Naomi Stanford

* Harvard Business Review articles on organizational design

NEW QUESTION # 38

What is a driver for employee retention?

- A. Performance metrics
- **B. Succession management**
- C. External sourcing
- D. Competency databases

Answer: B

Explanation:

Employee retention is strongly influenced by opportunities for growth, advancement, and long-term career development. According to Human Resource Management, 16th Edition by Gary Dessler, succession management is a key driver of employee retention because it signals to employees that the organization is invested in their future.

Succession management involves identifying, developing, and preparing employees for future leadership or critical roles. Dessler explains that when employees see clear career paths and development opportunities within the organization, they are more likely to remain committed and less likely to seek opportunities elsewhere.

Performance metrics and competency databases are tools used to measure and manage performance and skills, but they do not directly motivate employees to stay. External sourcing focuses on hiring from outside the organization and does not contribute to retaining existing employees. Therefore, the strongest driver of employee retention among the options is succession management.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Career Development, Succession Planning, and Retention

NEW QUESTION # 39

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