

# Quiz 2026 WGU Managing-Human-Capital: Trustable Online WGU Managing Human Capital C202 Training Materials

**WGU C202: Managing Human Capital Questions and Answers (2025/2026) (100% Verified Answers by Expert)**

1. Human Resource Strategy -    Links the entire human resource function with the firm's business strategy.
2. Business Strategy -    Defines how the firm will compete in its marketplace.
3. Total Rewards -    The sum of all rewards employees receives in exchange for their time, efforts, and performance.
4. The combined intrinsic and extrinsic rewards of a job.
5. Employee Handbooks -    Print or online materials that document the organization's HRM policies and procedures.
6. HRM: Human Resource Management -    The organizational function responsible for attracting, hiring, developing, rewarding, and retaining talent.
7. Outsourcing -    Hiring an external vendor to do work for the company rather than doing it internally.

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## WGU Managing Human Capital C202 Sample Questions (Q57-Q62):

### NEW QUESTION # 57

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

**Answer: B**

Explanation:

\* Confidentiality Breach: The manager discussing the disciplinary actions taken against another employee violates the principle of confidentiality. Disciplinary actions are private matters and should only be shared with those directly involved or authorized personnel.

\* Professional Ethics: According to professional ethics, particularly in HR and management, sensitive information about employees should not be disclosed to others who do not have a legitimate need to know.

\* Trust and Morale: Such disclosures can erode trust within the team and negatively impact morale, as employees might feel their privacy is not respected.

\* Legal Implications: There could be potential legal implications if the disclosed information is used improperly or causes harm to the reputation of the disciplined employee.

References:

\* Society for Human Resource Management (SHRM) Code of Ethical and Professional Standards

\* HR Confidentiality Policies and Best Practices

### NEW QUESTION # 58

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

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

**Answer: A**

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 # 59

Which statement reflects the concept of a "culture of safety"?

- A. Safety is the primary factor in evaluating employee performance.
- B. Safety is perceived as a method to increase profits.
- C. Safety is a priority after productivity goals are met.
- **D. Safety is a core value that is understood throughout an organization.**

**Answer: D**

Explanation:

A culture of safety exists when safety is deeply embedded into an organization's values, beliefs, and everyday practices. According to Human Resource Management, 16th Edition by Gary Dessler, organizations with a strong safety culture treat safety not as a short-term priority or a compliance requirement, but as a core organizational value that guides behavior at all levels.

In a true culture of safety, employees and managers alike understand that safety is non-negotiable and integral to how work is performed. Safety responsibilities are shared, openly discussed, and consistently reinforced through training, leadership behavior, and organizational policies. Dessler notes that safety cultures are strongest when top management visibly supports safety initiatives and integrates them into daily operations rather than treating them as secondary to productivity.

Options suggesting that safety is only important after productivity goals are met or merely a tool for profit generation contradict the definition of a safety culture. Similarly, while safety may influence performance evaluations, it is not the sole factor. The defining characteristic of a culture of safety is that safety is a core value understood and practiced throughout the organization, making option C the correct answer.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Safety and Health

#### **NEW QUESTION # 60**

What is an example of a customary benefit?

- A. Unemployment insurance
- B. Workers' compensation
- C. Social Security
- **D. Retirement plan**

**Answer: D**

Explanation:

Customary benefits are benefits that employers commonly provide but are not legally required. According to Human Resource Management, 16th Edition by Gary Dessler, these benefits are offered to remain competitive in the labor market and to attract and retain employees.

Retirement plans, such as employer-sponsored pension plans or 401(k) contributions, are classic examples of customary benefits. While highly valued by employees, employers are not legally mandated to provide them.

In contrast, workers' compensation, Social Security, and unemployment insurance are mandatory benefits required by law. Dessler explains that customary benefits allow organizations flexibility in designing compensation packages that align with their strategy and workforce needs. Thus, the correct example of a customary benefit is a retirement plan.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Benefits and Total Rewards

#### **NEW QUESTION # 61**

What is a benefit to the employer of providing a healthy and safe work environment?

- **A. Decreased absenteeism due to health-related issues**
- B. Reduced need for policies and procedures
- C. Increased health benefit options
- D. Increased availability of the employer's assistance program

**Answer: A**

Explanation:

\* Healthy Work Environment: Providing a healthy and safe work environment helps prevent workplace injuries and illnesses, promoting overall well-being.

- \* Absenteeism Reduction: When employees are healthy, they are less likely to take time off due to illness or injury, leading to decreased absenteeism.
- \* Productivity and Morale: A safe work environment enhances employee morale and productivity, as employees feel valued and protected.
- \* Cost Savings: Reduced absenteeism also translates into cost savings for the employer, as fewer resources are spent on temporary replacements and overtime for covering absent employees.

References:

- \* Occupational Safety and Health Administration (OSHA) guidelines
- \* Studies on workplace safety and productivity by the National Institute for Occupational Safety and Health (NIOSH)

## NEW QUESTION # 62

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