

# Managing-Human-Capital Latest Exam Preparation | Reliable Managing-Human-Capital Exam Review



## WGU C202 MANAGING HUMAN CAPITAL EXAM QUESTIONS AND VERIFIED ANSWERS / A+ GRADE

1. How can HRM create value within an organization

**ANS:** by making the company  
better at executing its strategy

2. The purpose of the organizational function of HRM is to \_\_\_\_\_

**ANS:** attract, hire, develop, reward, and retain talent

3. Taking workplace health and safety seriously helps reduce \_\_\_\_\_ risk.-

**ANS:** Compliance

4. When an organization adopts a new manufacturing process, which HRM  
function is responsible for improving employee's skills to meet its talent needs

**ANS:** Training

5. Staffing is the process of planning, acquiring, deploying, and retaining employees  
that enables the organization to meet its talent needs and execute its

**ANS:** business strategy

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## WGU Managing-Human-Capital Exam Syllabus Topics:

| Topic   | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic 1 | <ul style="list-style-type: none"><li>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.</li></ul> |

|         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic 2 | <ul style="list-style-type: none"> <li>• <b>Performance Management Best Practices:</b> 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.</li> </ul>          |
| Topic 3 | <ul style="list-style-type: none"> <li>• <b>Maximizing Employee Contribution:</b> 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.</li> </ul> |
| Topic 4 | <ul style="list-style-type: none"> <li>• <b>Talent Management Strategies:</b> 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.</li> </ul>                                         |
| Topic 5 | <ul style="list-style-type: none"> <li>• <b>Managing Human Capital:</b> 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.</li> </ul>                                                                                                                                                                                                |

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## WGU Managing Human Capital C202 Sample Questions (Q27-Q32):

### NEW QUESTION # 27

Which scenario is an example of a procedure?

- A. A store manager does not allow any employee to leave until their workstation is audited.
- B. A store manager says that they like it when employees clean their workstations.
- **C. A store manager requires all employees to clean their workstations at the end of each shift.**
- D. A store manager trusts employees to clean their workstations.

**Answer: C**

Explanation:

A procedure is a series of steps or actions that need to be followed in order to achieve a specific outcome.

Option D specifies that the store manager requires all employees to clean their workstations at the end of each shift, indicating a clear, consistent, and repeatable set of actions (steps) that employees must follow, which is the essence of a procedure.

References:

\* Managing Human Capital Textbook

\* SHRM (Society for Human Resource Management) guidelines on procedures

### NEW QUESTION # 28

What is the difference between adverse impact and disparate treatment?

- A. Disparate treatment is when a discriminatory effect impacts a protected group but is unintentional, whereas adverse impact is blatantly discriminating against a protected class.
- B. Adverse impact provides nonneutral discriminatory effects on a protected group, whereas disparate treatment is unseen discrimination of an employment policy that produces negative consequences.
- C. Adverse impact provides a level of discrimination that is intentional and causes harm to protected groups, while disparate treatment relates to employer practices that seem to be nondiscriminatory but cause negative effects for protected groups.
- **D. Disparate treatment is intentional discrimination based on protected characteristics, while adverse impact is where employment practices appear neutral but have a discriminatory effect.**

**Answer: D**

Explanation:

\* Disparate Treatment: This involves deliberate discrimination where an individual is treated differently based on a protected characteristic (e.g., race, gender, age).

\* Intentionality: The key aspect of disparate treatment is the intent to discriminate.

\* Adverse Impact: Also known as disparate impact, this occurs when a policy or practice that appears neutral results in a disproportionate negative effect on a protected group.

\* Unintentional Discrimination: Adverse impact does not require intent to discriminate, only that the outcome of a practice is discriminatory.

\* Legal Standards: Both concepts are critical in employment law and are evaluated under different standards of proof and remediation.

References:

\* Civil Rights Act of 1964, Title VII

\* Uniform Guidelines on Employee Selection Procedures (1978)

### NEW QUESTION # 29

How can exit interviews be used to reduce voluntary turnover?

- A. To ensure equitable departure processes
- B. To track potential wrongful termination conditions
- **C. To identify causes and improve current conditions**
- D. To determine why employees were fired

**Answer: C**

Explanation:

Exit interviews are an important tool for understanding employee turnover. According to Human Resource Management, 16th Edition by Gary Dessler, exit interviews are most effective when used to identify the underlying causes of employee departures and to guide improvements in current workplace conditions.

Dessler notes that while exit interviews cannot prevent the departure of the exiting employee, they provide valuable insights into organizational weaknesses such as poor supervision, inadequate pay, limited advancement opportunities, or unsatisfactory working conditions. When organizations systematically analyze exit interview data, they can identify patterns and take corrective action to reduce future voluntary turnover.

Exit interviews are not designed to investigate wrongful termination or to determine why employees were fired, as they are typically conducted during voluntary separations. Ensuring equitable departure processes is an administrative concern, not a retention strategy. Thus, the primary value of exit interviews lies in identifying causes of turnover and improving organizational practices.

Source:

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

### NEW QUESTION # 30

What is a benefit of internal recruiting?

- A. Increased new insights and ability to lead change efforts
- B. Reduced employee anxiety from improved workloads
- C. Increased staff diversity in management roles
- **D. Enhanced engagement by promoting from within**

**Answer: D**

Explanation:

Internal recruiting involves filling job vacancies with current employees from within the organization. One significant benefit of this approach is that it enhances employee engagement and morale. When employees see that the organization values their growth and offers opportunities for advancement, they are more likely to be motivated, committed, and loyal. This practice also reduces the time and cost associated with onboarding and training new hires, as internal candidates are already familiar with the company's culture and processes.

References:

\* Dessler, G. (2020). Human Resource Management. Pearson.

\* Noe, R. A., Hollenbeck, J. R., Gerhart, B., & Wright, P. M. (2019). Human Resource Management: Gaining a Competitive Advantage. McGraw-Hill Education.

### NEW QUESTION # 31

A recruiter requests that an applicant complete a document that requests information about the applicant's medical conditions and the medical conditions of their family members.

Which law did this recruiter violate?

- **A. Genetic Information Nondiscrimination Act of 2008**
- B. Americans with Disabilities Act of 1990
- C. Civil Rights Act of 1991
- D. Family and Medical Leave Act of 1993

**Answer: A**

Explanation:

The Genetic Information Nondiscrimination Act (GINA) of 2008 prohibits employers from requesting, requiring, or purchasing genetic information about an applicant or an employee, which includes family medical history. The act aims to prevent discrimination based on genetic information in both health insurance and employment. The recruiter's request for information about the applicant's medical conditions and those of their family members directly violates GINA.

References:

\* Genetic Information Nondiscrimination Act of 2008, U.S. Equal Employment Opportunity Commission (EEOC) website

### NEW QUESTION # 32

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