

Managing-Human-Capital New Cram Materials, Pdf Managing-Human-Capital Files



Managing Human Capital



Course Overview

What does it mean to manage human capital? Good managers effectively leverage employee talent to achieve superior business results while also fostering employees' professional achievements. Comprehensive talent management practices, strategies, and tools help managers across industries maximize employee contribution to create organizational excellence.

Since organizations are made up of people, their talent capacity should drive organizational performance. Managing employee talent well means attracting, retaining, motivating, and rewarding employees, thereby enabling them to thrive as a source of sustainable competitive advantage.

About Assessments

The objective assessment is the culmination of your learning in this course. Begin the learning journey by engaging in the chapter videos, reading, flashcards, and other activities to help build your understanding of course content. Hundreds of spot check and quiz questions provide you with abundant opportunity to check your knowledge, identify areas meriting additional study, and gauge your ongoing mastery of the material. There are three types of quizzes in the course—chapter, quarter, and final—and immediate feedback is provided with each quiz question; use this feedback as a tool to inform your study.

The pre-assessment is not proctored and is a similar experience to the proctored objective assessment. However, many students find it beneficial to complete the pre-assessment under testing conditions (closed book, no notes, on webcam, etc.) to simulate the objective assessment and online proctoring experience. Review the pre-assessment coaching report to help identify chapters you appear to know well and those that require more in-depth study.

Routinely connect with your program mentor to discuss your study approach, progress, and pacing. At any point in the learning process, if you have questions, need a study plan, a more in-depth explanation of concepts, or are struggling with course content, reach out to your instructor. It's ideal to pass the objective assessment on your first attempt. As such, collaborate with your program mentor and instructor to help determine your overall readiness for your first objective assessment.

Technology

From your course homepage, click *Go To Course Material* to be directed to your webtext housed on the Soomo Learning platform. Access Contents in the top left of the webtext for important study resources and Tools in the top right for various features and functions.

For any assessment-related needs, such as webcam setup or site scheduling, please contact Assessment Services. For a richer learning experience, instructors routinely meet students in their WebEx classroom; see the *Resource Index* article *How to Meet With an Instructor in WebEx*.

Frequently Asked Questions

How do I successfully complete C202?

Using the Study Guide as your map through each chapter, watch the intro video, read the chapter, take notes and reflect on the concepts, think through the examples, and develop responses to the associated questions. Fully build out the Study Guide, review it regularly, practice flashcards, and complete all quizzes (target score 80%+). Reach out to your instructor with questions. Participate in live events and/or access the Resource Index for recordings. Completion times vary with most students pacing through in about 4 weeks.

How do I register for a live event?

Register at the *Explore Cohort Offerings* link on your course page. Access recorded webinars from the Resource Index.

How should I learn the terminology?

Use the Study Guide to frame and focus your study of each chapter. Take notes on provided key concepts and develop thoughtful and thorough responses to the associated questions. Flashcards at the end of chapters help you practice your recall and keep previously learned content in mind. Download the Drillster app using the *Accessing the Drillster App Tutorial* for convenient flashcard access on your mobile device. Complete quizzes and discuss challenging concepts with your instructor to gain clarity.

Do I need to complete all of the quizzes?

Quizzes are optional, but highly recommended; they are designed to check your knowledge and provide immediate feedback to refine your understanding and inform future study. Quizzes, along with the Study Guide, pre-assessment, and conversations with your instructor, serve as measures of learning and readiness indicators for the objective assessment.

Is the objective assessment comprehensive?

Yes, the objective assessment tests your competency across all course learning objectives.

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WGU Managing Human Capital C202 Sample Questions (Q56-Q61):

NEW QUESTION # 56

What is a characteristic of psychological contracts in the workplace?

- A. They are based on shared core values between employees and their managers.
- B. They are formed to encourage positive workplace environments.
- C. They consist of the unwritten expectations of the employment relationship.
- D. They include formal agreements made during voluntary counseling sessions.

Answer: C

Explanation:

A psychological contract refers to the informal and unwritten set of expectations that exists between an employee and the employer. According to Human Resource Management, 16th Edition by Gary Dessler, psychological contracts include beliefs about job security, career development, fairness, recognition, and mutual obligations that are not formally stated in employment contracts. Dessler emphasizes that psychological contracts develop over time through communication, organizational culture, and managerial behavior. When employees believe these unwritten expectations are fulfilled, trust and commitment increase. When they are violated, employees may experience dissatisfaction, reduced engagement, or withdrawal behaviors. Psychological contracts are not formal legal agreements, nor are they created through counseling sessions. While shared values and positive environments may influence them, their defining characteristic is that they are unwritten expectations governing the employment relationship. Therefore, the correct answer is they consist of the unwritten expectations of the employment relationship.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Engagement and Organizational Culture

NEW QUESTION # 57

What makes an organization a closed union shop?

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

Answer: B

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 # 58

Which legislation was established for federal contractors to take proactive steps in affirmative action within their workforces?

- A. Worker Adjustment and Retraining Notification Act
- B. Civil Rights Act
- C. Executive Order 11246
- D. Fair Labor Standards Act

Answer: C

Explanation:

* Executive Order 11246: Signed by President Lyndon B. Johnson in 1965, this order requires federal contractors to take affirmative action to ensure that equal opportunity is provided in all aspects of their employment.

* Affirmative Action Plans: Contractors must develop and implement affirmative action plans to promote diversity and eliminate discrimination based on race, color, religion, sex, sexual orientation, gender identity, or national origin.

* Enforcement: The Office of Federal Contract Compliance Programs (OFCCP) enforces these requirements and conducts compliance evaluations to ensure adherence.

* Impact on Federal Contractors: This legislation has significantly impacted hiring practices and policies within organizations that do business with the federal government, promoting a more diverse and equitable workforce.

References:

* Executive Order 11246, Office of Federal Contract Compliance Programs (OFCCP)

* U.S. Department of Labor, Affirmative Action Overview

NEW QUESTION # 59

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

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

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 # 60

A hiring manager researched a job applicant's social media history and discovered a post from the applicant about a family member being diagnosed with Parkinson disease. The hiring manager decided not to hire the applicant based on this discovery.

Which law did the hiring manager violate?

- A. Fair Labor Standards Act of 1938
- B. Americans with Disabilities Act of 1990
- **C. Genetic Information Nondiscrimination Act of 2008**
- D. Family and Medical Leave Act of 1993

Answer: C

Explanation:

The Genetic Information Nondiscrimination Act (GINA) of 2008 also covers situations where genetic information is inadvertently obtained, such as through social media. It prohibits employers from using genetic information in making employment decisions, including hiring, firing, job assignments, and promotions. The hiring manager's decision not to hire the applicant based on a social media post about a family member's diagnosis with Parkinson's disease constitutes a violation of GINA.

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

NEW QUESTION # 61

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