

Managing-Human-Capital Reliable Test Prep, Managing-Human-Capital Valid Exam Braindumps

Study Guide
C202 Managing Human Capital

Instructions: Read each chapter for the purpose of understanding key concepts below. Apply your knowledge by answering the accompanying questions.



CHAPTER 1	
Question	Answer
1. What is human resource management (HRM)?	The organizational function responsible for attracting, hiring, developing, retaining, and retaining talent. HRM creates the system that acquires, nurtures, develops, and retains talent and is a key source of competitive advantage.
2. List the 6 HRM functional areas, and what each area is about in only 1 sentence.	<p>Staffing - Staffing is the process of planning, acquiring, deploying, and retaining employees that enable the organization to meet its talent needs and execute its business strategy.</p> <p>Health and Safety - Workplace health and safety include topics ranging from wellness, fire and food safety, ergonomics, injury management, disaster preparedness, industrial hygiene, and even bullying and workplace violence.</p> <p>Employee-Management Relations - employee-management relations reflect societal beliefs about the relationship between employees and the capital owners of the organization. Employee-management relations ultimately determine the employment rights of both employers and employees.</p> <p>Rewards and Benefits - Compensation and benefits perceived as both adequate and equitable that reward employees for their contributions to organizational goal attainment are important to employee motivation, performance, and retention.</p> <p>Training and Development - Training and development is an important HRM function focused on developing employee capabilities through both formal and informal activities. The training and development function is also responsible for career planning, organizational development, and often legal compliance as well.</p> <p>Performance Management - Performance management involves aligning individual employees' goals and behaviors with organizational goals and strategies, appraising, and evaluating past and current behavior and performance, and providing suggestions for improvement.</p> <p>The functional areas of HRM are designed to maximize the efficiency and effectiveness of an organization's talent to meet the organizational goals. All functional areas must be consistent in what they measure so they do not undermine each other.</p>
3. In addition to managing risk, what are several other ways effective HRM systems influence performance of an entire organization?	Human resource management policies and practices add value to organizations and influence organizational performance by either improving efficiency or contributing to revenue growth. Effective HRM systems increase the organization's ability to meet its goals, enhance the organization's ability to grow and manage change, and increase employee engagement, effort, and performance.
4. Explain HRM's role in executing an organization's business strategy.	Strategic human resource management aligns a company's values and goals with the behaviors, values, and goals of employees and influences the strategies of each of the firm's human resource functions, including staffing, performance management, training and development, and compensation. The alignment of these separate functions creates an integrated human resource management system supporting the execution of the business strategy, guided by the talent philosophy of the organization.

CHAPTER 2	
Question	Answer
1. What are 3 specific ways HR can support the organization should it choose to shift its culture?	HRM contributes to this by posting job ads that give a true sense of what the company values and by ensuring that it hires employees with a good person-organization fit. HRM can also reward behaviors that the company values and punish those that are inconsistent with the culture. Finally, HRM can train employees on the values of the organization.

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WGU Managing Human Capital C202 Sample Questions (Q40-Q45):

NEW QUESTION # 40

What must an organization that incorporates an ethics and compliance program that follows the Federal Sentencing Guidelines for Organizations enable all employees to do?

- A. Anonymously report unethical conduct
- B. Discipline employees for unethical conduct
- C. Give ethical advice to coworkers
- D. Publicly accuse coworkers of ethics violations

Answer: A

Explanation:

* Federal Sentencing Guidelines for Organizations: These guidelines encourage organizations to implement effective ethics and compliance programs to prevent and detect violations of law.

* Anonymous Reporting: A critical component of these programs is providing a mechanism for employees to report unethical conduct without fear of retaliation. Anonymity ensures that employees feel safe to report misconduct.

* Encouraging Ethical Behavior: By enabling anonymous reporting, organizations foster an environment where ethical behavior is promoted, and issues can be addressed promptly.

* Protection for Whistleblowers: This measure protects whistleblowers from potential backlash and ensures that the organization can identify and mitigate unethical practices effectively.

References:

* Federal Sentencing Guidelines for Organizations, U.S. Sentencing Commission

* Ethics and Compliance Programs: A Resource Guide by the U.S. Department of Justice and the SEC

NEW QUESTION # 41

What is the difference between sourcing and recruiting?

- A. Sourcing focuses on factors external to an employer, and recruiting focuses on factors internal to an employer.
- B. Sourcing relies on interpersonal skills to attract candidates to apply for positions, and recruiting is a process for identifying talent pools.
- C. Sourcing is a strategy to attract candidates to an employer, and recruiting is a process for making employers desire certain candidates.
- D. Sourcing identifies the best applicants to meet staffing goals, and recruiting takes steps to convert potential candidates into applicants.

Answer: D

Explanation:

Sourcing and recruiting are two distinct but interrelated steps in the hiring process. Sourcing involves identifying and attracting potential candidates who have the skills and qualifications necessary to meet the organization's staffing needs. This process can include searching for candidates through various channels such as job boards, social media, networking events, and employee referrals. Once a pool of potential candidates is identified, the recruiting process begins. Recruiting involves engaging with these candidates, assessing their suitability for the role, and encouraging them to apply for the open positions. This includes activities such as conducting interviews, evaluating applications, and managing the offer process. By differentiating between sourcing and recruiting, organizations can streamline their hiring processes and ensure they attract and hire the best possible talent.

References

* Phillips, J. M., & Gully, S. M. (2015). "Strategic Staffing." Pearson Education.

* SHRM. "Sourcing Candidates."

NEW QUESTION # 42

What is the primary purpose of progressive discipline?

- A. To ensure that the maximum corrective action is administered to correct future performance issues
- B. To make employees aware of performance problems using the least severe action necessary to motivate change
- C. To ensure that legal regulations are followed when collecting performance-based feedback

- D. To provide a method for managers to fairly administer performance evaluations that are free from biases

Answer: B

Explanation:

The primary purpose of progressive discipline is to address performance issues by making employees aware of problems in a structured manner, starting with the least severe actions. The goal is to provide employees with opportunities to correct their behavior before more severe measures are taken. This approach helps to maintain a fair and supportive work environment while ensuring that employees understand the consequences of continued poor performance. Progressive discipline typically involves a series of steps, such as verbal warnings, written warnings, and, if necessary, termination.

References

- * Managing Human Capital Textbook
- * "Progressive Discipline Handbook" by Paul Falcone
- * SHRM (Society for Human Resource Management) guidelines on progressive discipline

NEW QUESTION # 43

What guides the development of training content and delivery methods?

- A. Evaluation methods
- **B. Learning objectives**
- C. Company needs
- D. Training goals

Answer: B

Explanation:

The development of training content and delivery methods is guided by clearly defined learning objectives.

Learning objectives specify what employees are expected to learn and achieve by the end of the training program. They provide a clear direction for designing the training materials, selecting appropriate instructional methods, and evaluating the effectiveness of the training. By aligning training content with specific learning objectives, organizations ensure that the training is relevant, targeted, and effective in meeting both employee and organizational needs.

References:

- Noe, R. A. (2020). Employee Training and Development. McGraw-Hill Education.
- Blanchard, P. N., & Thacker, J. W. (2013). Effective Training: Systems, Strategies, and Practices. Pearson.

NEW QUESTION # 44

Which characteristic of an organization shows strong employee engagement?

- A. Employees meet the requirements to perform their jobs.
- **B. Employees feel recognized for their contributions.**
- C. Employees are required to undergo performance evaluations.
- D. Employees stay because of salary considerations.

Answer: B

Explanation:

Employee engagement reflects the degree to which employees are emotionally and psychologically committed to their work and organization. According to Human Resource Management, 16th Edition by Gary Dessler, a key indicator of strong employee engagement is when employees feel recognized and valued for their contributions.

Dessler emphasizes that engaged employees go beyond simply meeting job requirements. They demonstrate enthusiasm, discretionary effort, and a sense of purpose because they believe their work matters.

Recognition—whether through praise, feedback, or rewards—reinforces this connection and strengthens employees' commitment to organizational goals.

Requirements such as performance evaluations or baseline job performance do not necessarily indicate engagement; they reflect compliance rather than emotional involvement. Similarly, employees who remain solely because of salary may be retained but not engaged. True engagement involves motivation, recognition, and alignment with organizational values.

Thus, an organization where employees feel appreciated for their contributions demonstrates strong employee engagement.

Source:

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

NEW QUESTION # 45

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