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WGU Managing-Human-Capital Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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.

Topic 5	<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.
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WGU Managing Human Capital C202 Sample Questions (Q52-Q57):

NEW QUESTION # 52

What is a primary focus of global leadership training?

- **A. Cross-cultural collaboration**
- B. Union requirements
- C. Safe work behaviors
- D. A job's technical skills

Answer: A

Explanation:

A primary focus of global leadership training is cross-cultural collaboration. In a globalized business environment, leaders must be adept at working with diverse teams across different cultures. Training programs in this area aim to develop skills such as cultural awareness, communication, and adaptability.

These skills enable leaders to effectively manage and collaborate with employees from various cultural backgrounds, fostering an inclusive and cohesive work environment that can enhance global business operations and performance.

References:

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

Black, J. S., Morrison, A. J., & Gregersen, H. B. (1999). Global Explorers: The Next Generation of Leaders. Routledge.

NEW QUESTION # 53

Which activity is benefited by maintaining skills inventories for current employees?

- **A. Workforce redeployment efforts**
- B. External sourcing methods
- C. Voluntary termination practices
- D. Legal hiring procedures

Answer: A

Explanation:

Skills inventory is a database or record of employees' current skills, abilities, experiences, education, and qualifications. According to Human Resource Management, 16th Edition by Gary Dessler, maintaining accurate skills inventories is especially valuable for workforce redeployment efforts.

Dessler explains that organizations use skills inventories to match employees with internal job openings, project assignments, or new

roles when business needs change. During restructuring, downsizing, or strategic shifts, skills inventories allow management to identify employees who can be reassigned or retrained rather than laid off. This supports internal mobility, reduces turnover costs, and preserves organizational knowledge.

Skills inventories are not primarily used for voluntary termination practices or legal hiring procedures. While they may indirectly support staffing decisions, they are far more critical for internal workforce planning than for external sourcing. External sourcing focuses on recruiting talent from outside the organization, whereas skills inventories emphasize maximizing the use of existing human capital.

Therefore, the activity most directly benefited by maintaining skills inventories is workforce redeployment efforts.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Workforce Planning, Succession Planning, and Talent Management

NEW QUESTION # 54

What is a job analysis?

- A. A summary that outlines the main duties and responsibilities of a job
- B. A contract that includes sufficient flexibility so that workers are comfortable starting new tasks as needed and proactively finding additional ways to contribute
- C. A study that first identifies the required tasks and behaviors of a job and then evaluates what is required to perform each required task
- D. A step-by-step explanation of how to complete a specific task

Answer: C

Explanation:

Job analysis is a systematic process that involves identifying and documenting the essential tasks, responsibilities, and behaviors required for a job. It also assesses the qualifications, skills, and knowledge needed to perform those tasks effectively. The outcome of a job analysis includes detailed job descriptions and specifications, which are used for various HR functions such as recruitment, selection, training, performance appraisal, and compensation.

"Job and Work Analysis: Methods, Research, and Applications for Human Resource Management" by Michael T. Brannick, Edward L. Levine, and Frederick P. Morgeson Society for Human Resource Management (SHRM) guidelines on job analysis

NEW QUESTION # 55

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

- A. Merit pay
- B. Guaranteed pensions
- C. 401 (k) plans
- 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 # 56

What is the difference between sourcing and recruiting?

- A. Sourcing is a strategy to attract candidates to an employer, and recruiting is a process for making employers desire certain candidates.

- B. Sourcing focuses on factors external to an employer, and recruiting focuses on factors internal to an employer.
- C. Sourcing relies on interpersonal skills to attract candidates to apply for positions, and recruiting is a process for identifying talent pools.
- 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 # 57

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