

# Exam Sample SHRM-SCP Questions, Exam SHRM-SCP Tutorials

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## SHRM-SCP EXAM 1 QUESTIONS AND ANSWERS VERIFIED 100% CORRECT!!

What form of market differentiation is working with conformance standards?  
Answer- Product.

Product differentiation is considering the features of a product or the quality of what you are offering.

Porter's general strategy of a focus is the following: Answer- Providing specific services.

The focus aspect is working with very specific things that you want to highlight.

Diversification is a strategy for building a business that entails: Answer- Selling new products in new markets.

You can use diversification strategies to sell new products to different markets that you have not yet reached.

Which of these options is suitable for when you want to build your skills? Answer- Attend HR conferences, Hire a mentor with more experience, and Ask people to challenge what you are thinking.

Each option allows you to expand your knowledge and challenge yourself.

What does it mean when your employees are purposely working slowly? Answer- Production deviance.

Production deviance occurs when people work slower than usual on purpose. These people may be doing this to show they are unhappy with certain conditions or actions in the workplace.

What type of business operation occurs when the people in the work environment operate as investors but don't influence operations? Answer- Limited liability entity. Occurs when people are investors without influencing the daily operations in the workplace.

For what can you use the SMART model? Answer- The SMART points are about planning goals in the workplace. This includes working with goals that are specific, measurable, action-based, realistic, and time-based.

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## SHRM Senior Certified Professional (SHRM-SCP) Sample Questions (Q224-Q229):

### NEW QUESTION # 224

As a human resource (HR) leader in this organization reporting to the CEO, how would you propose fixing this leadership challenge?

- A. Begin looking for another job. The CEO runs the company how he/she wishes and will likely not be receptive to feedback or any attempts to correct behavior. It's best to begin looking for a better work environment elsewhere.
- B. Launch an internal investigation into inappropriate behaviors by the CEO. Interview multiple employees across the organization about their unpleasant interactions.
- C. **Hire a third-party consultant to conduct a leadership assessment with the entire executive team, including the CEO.**
- D. Clearly communicate with your own HR staff and other employees in the organization that you're aware of the issue and are working to resolve it. Offer an open door to anyone who needs to talk about their challenges.

#### Answer: C

Explanation:

It's best to hire a neutral third-party expert to come in and make an unbiased assessment.

The CEO is more likely to be receptive to feedback from a professional who has made a thorough analysis of the organization's leadership.

### NEW QUESTION # 225

In the instance of Family and Medical Leave Act (FMLA) -protected leave, new mothers' and fathers' rights differ in what way?

- A. They have the same rights-both can take time for bonding with the newborn, and the mother can take time for the period of disability. A new father can take the time to care for his spouse during the recovery period.
- B. New mothers can take the entire 12 weeks; new fathers may only take leave for bonding purposes.
- C. They have the same rights; however, they may not take the leave at the same time.
- D. **New mothers can take the entire 12 weeks; new fathers may only take leave to care for their spouse during the period of disability, which ranges from six to eight weeks.**

#### Answer: D

Explanation:

Both new mothers and new fathers have the same rights under Family and Medical Leave Act (FMLA)-that is 12 weeks of job and benefit protection following the birth or adoption of a child. This includes bonding time, physical incapacity from the delivery, and/or care for the spouse who is recovering.

### NEW QUESTION # 226

Assuming you were given the budget for the mentoring program, you finalize the details and launch the program. So far, you've had plenty of mentors and mentees who are eager participants. What is the LEAST important consideration when pairing mentors and mentees?

- A. Similar goals for the mentoring relationship
- B. The mentor and mentee's preference of match
- C. **Similar career aspirations and field of work**
- D. The seniority and experience level of the mentor

#### Answer: C

Explanation:

A successful mentor does not necessarily need to be the most senior. Even a less experienced mentor can provide insight and guidance to a mentee in an area the mentee is not familiar with.

### NEW QUESTION # 227

What is a feature of an asynchronous learning environment?

- A. Employees can access learning modules using different types of technology,.
- B. Employees receive real-time feedback.
- **C. Employees can study anywhere and anytime.**
- D. Employees interact with each other in real time.

**Answer: C**

Explanation:

E-learning, which is learning conducted via electronic media, can be either synchronous or asynchronous. Asynchronous learning means that employees can access the material anytime and anywhere. With synchronous learning, employees go through the training material at the same time and communicate with each other in real time.

### NEW QUESTION # 228

A start-up company specializing in technology is acquired by a larger international organization located in a foreign country. Following the acquisition, a manager from the international company schedules a virtual social hour so employees on the manager's team can bond outside of work hours. During the virtual social hour, employees from the start-up experience difficulties understanding the international employees due to language barriers. An employee from the start-up writes an inappropriate comment making fun of how the international employees speak intending to send it to a co-worker but accidentally sends the message to the whole team. The manager reports the employee's behavior to an HR specialist, who documents the incident. A few weeks later the HR specialist receives an email from the employee who sent the message indicating that the employee's manager is acting hostile toward the employee, and the employee's manager mentioned that the international company should never have acquired the start-up.

How should the HR specialist address the manager's hostile behavior toward the employee?

- A. Advise offering the employee the opportunity to transfer to a different team.
- B. Explain to the employee that the manager's behavior is likely in response to the employee's inappropriate message.
- C. Request the employee provide specific documentation of the manager's hostile behaviors.
- **D. Suggest that the manager meet with the employee to address any perceived hostile behavior**

**Answer: D**

Explanation:

The HR specialist should address the manager's hostile behavior towards the employee by suggesting a direct approach for resolution. The recommended action is:

\* Addressing Conflict Directly: The HR specialist should facilitate a meeting between the manager and the employee to discuss the perceived hostile behavior. This encourages open communication and provides an opportunity for both parties to express their concerns and seek mutual understanding.

\* Mediation Role: During the meeting, the HR specialist can act as a mediator to ensure the conversation remains constructive and focused on resolving the issues rather than escalating them.

\* Documentation: It is important for the HR specialist to document this process to ensure there is a record of the steps taken to address the complaint and any agreements reached during the meeting.

\* Follow-up: After the meeting, the HR specialist should follow up with both the manager and the employee to ensure that the hostile behavior has ceased and that the working relationship is improving.

This approach aligns with SHRM guidelines on handling workplace conflicts, promoting a healthy and respectful work environment, and ensuring that issues are addressed promptly and effectively.

### NEW QUESTION # 229

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