

# Managing-Human-Capital Test Braindumps: WGU Managing Human Capital C202 & Managing-Human-Capital Exam Guide & Managing-Human-Capital Study Guide

## WGU C202 Managing Human Capital

Direct financial compensation - compensation received in the form of salary, wages, commissions, stock options or bonuses

indirect financial compensation - all the tangible and financially valued rewards that are not included in direct compensation including free meals, vacation time and health insurance

nonfinancial compensation - rewards and incentives given to employees that aren't financial in nature

base pay - reflects the size and scope of an employee's responsibilities

severance pay - give to employees upon termination of their employment

fixed pay - pays employees a set amount regardless of performance

variable pay - bases some or all of an employee's compensation on employee, team, or organizational

pay structure - the array of pay rates for different work or skills within a single organization

pay mix - the relative emphasis give to different compensation components

pay leader - organization with a compensation policy of giving employees greater rewards than competitors

pay follower - an organization that pays its front-line employees as little as possible

resource dependence theory - proposition that organizational decisions are influenced by both internal and external agents who control critical resources

wage differentials - differences in wage between various workers, groups of workers, or workers within a career field

labor market - all of the potential employees located within a geographic area from which the organization might be able to hire

cost of living allowances - clauses in union contracts that automatically increase wages base on the U.S. Bureau of Labor Statistics' cost of living index

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

Topic	Details

Topic 1	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 3	<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 4	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

>> Exam Managing-Human-Capital Prep <<

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### WGU Managing Human Capital C202 Sample Questions (Q68-Q73):

#### NEW QUESTION # 68

What is a retention strategy for reducing voluntary turnover?

- A. Source internal candidates to reduce vacancy problems
- **B. Conduct employee satisfaction surveys**
- C. Track and monitor performance trends for merit pay
- D. Develop a strong pipeline of external candidates

**Answer: B**

Explanation:

Reducing voluntary turnover requires organizations to understand why employees leave and what factors influence their decision to stay. According to Human Resource Management, 16th Edition by Gary Dessler, an effective retention strategy is to conduct employee satisfaction surveys. These surveys help management identify issues related to pay, supervision, workload, career development, and work environment before dissatisfaction leads to resignation.

Dessler explains that voluntary turnover is often avoidable when organizations proactively listen to employees and address concerns early. Satisfaction surveys provide actionable data that enable HR managers to implement targeted interventions such as improving leadership practices, adjusting compensation, or enhancing work-life balance initiatives.

In contrast, sourcing internal or external candidates focuses on staffing and replacement rather than retention.

Monitoring performance trends for merit pay relates to compensation management but does not directly uncover reasons employees may leave. Therefore, the most effective retention-focused strategy listed is conducting employee satisfaction surveys.

Source:

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

#### NEW QUESTION # 69

Which characteristic of an organization shows strong employee engagement?

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

**Answer: D**

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 # 70

What are mandatory benefits?

- **A. Benefits that are required by law to be provided to employees**
- B. Benefits that are required by the employer to be provided to employees
- C. Benefits that are customarily provided to employees and are rarely denied
- D. Benefits that are in high demand and attract the most desirable candidates

**Answer: A**

Explanation:

Mandatory benefits are benefits that employers are legally required to provide to employees. According to Human Resource Management, 16th Edition by Gary Dessler, these benefits are established by federal and state laws to protect employees' economic security and well-being.

Examples of mandatory benefits include Social Security, unemployment insurance, workers' compensation, and in some cases family and medical leave. Employers do not have discretion over whether to offer these benefits, as failure to comply can result in legal penalties.

Dessler distinguishes mandatory benefits from voluntary or customary benefits, which employers may offer to remain competitive or attract talent. Therefore, mandatory benefits are best defined as those required by law.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Benefits and Legal Compliance

#### NEW QUESTION # 71

Which type of work culture utilizes hiring, retaining, developing, and motivating employees while making work assignments that are connected to data or outcomes?

- A. Innovative culture
- **B. Performance culture**
- C. Compliance culture
- D. Risk culture

**Answer: B**

Explanation:

A performance culture is one that focuses on achieving specific results and aligning employee activities with the organization's strategic goals. In this type of culture, hiring, retaining, developing, and motivating employees are driven by data and outcomes. Performance metrics are used to make work assignments and evaluate employee contributions to ensure that the organizational objectives are met effectively and efficiently.

References:

- \* "High Performance Work Systems" by David A. Buchanan and Andrzej A. Huczynski, "Organizational Behavior"
- \* Society for Human Resource Management (SHRM) articles on performance culture

### NEW QUESTION # 72

Within how many hours must an employer notify the Occupational Safety and Health Administration (OSHA) when a workplace fatality occurs or three or more employees are hospitalized?

- **A. 0**
- B. 1
- C. 2
- D. 3

**Answer: A**

Explanation:

According to Human Resource Management, 16th Edition by Gary Dessler, employers are legally required to report serious workplace incidents to the Occupational Safety and Health Administration (OSHA) within a specified time frame. OSHA regulations mandate that an employer must notify OSHA within 8 hours of a workplace fatality or when three or more employees are hospitalized as a result of a work-related incident.

This reporting requirement is part of OSHA's broader mission to ensure safe and healthy working conditions by allowing the agency to investigate severe incidents promptly. Timely reporting enables OSHA to assess hazards, enforce safety standards, and prevent similar incidents in the future. Failure to comply with these reporting requirements can result in significant penalties and legal consequences for employers.

Dessler emphasizes that managers must be familiar with OSHA notification rules as part of their responsibility for employee safety and health. Immediate reporting reflects an organization's commitment to legal compliance and reinforces the importance of maintaining a safe workplace. Therefore, the correct answer is 8 hours.

Source:

Gary Dessler, Human Resource Management, 16th Edition, Chapter on Employee Safety and Health

### NEW QUESTION # 73

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