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## HRCI Professional in Human Resources Sample Questions (Q29-Q34):

### NEW QUESTION # 29

Which of the following promotes an effective coaching relationship? (Select TWO options.)

- A. Preparing for the session and eliminating interruptions
- B. Addressing performance issues in a team environment
- C. Engaging in social activities outside of work
- D. Ensuring accuracy of training materials
- E. Listening carefully to the employee's challenges

**Answer: A,E**

Explanation:

Effective coaching relationships are built on being prepared, ensuring a distraction-free environment, and listening actively to the employee's concerns. These build trust and openness.

Official Extract:

"Successful coaching involves active listening, preparation, minimizing interruptions, and creating a supportive environment to facilitate honest discussion." (Source: HRCI PHR Content Outline 2024-2025, Learning and Development Section, Coaching and Mentoring Skills)

**NEW QUESTION # 30**

As an HR Professional, you should be familiar with OSHA rules, standards, and regulations. Should an organization violate an OSHA standard, there are often penalties that the employer must pay. What is the maximum fine an employer may face for a deliberate and intentional violation of an OSHA standard?

- A. \$100,000
- B. \$10,000
- C. \$50,000
- D. **\$70,000**

**Answer: D**

**NEW QUESTION # 31**

Organizational functions, according to Fayol, conform to one of the six functional areas. Which one of the following is not an area of organizational functions for strategic planning?

- A. Sales and marketing
- B. Financial activities
- C. **Human resource management**
- D. Technical activities

**Answer: C**

**NEW QUESTION # 32**

Which one of the following is the best example of a disparate treatment of discrimination?

- A. All project team members are asked to take turns keeping meeting minutes in a rotation.
- B. The meeting minutes will be kept by both men and women in a rotation.
- C. **The meeting minutes will be kept by female members of the project team because they have neater handwriting.**
- D. All junior project team members are required to take turns keeping meeting minutes in a rotation.

**Answer: C**

**NEW QUESTION # 33**

The primary role of the mediator in Alternative Dispute Resolution (ADR) is to:

- A. **Facilitate dialogue between the parties.**
- B. Develop a plan to prevent future issues.
- C. Provide workable solutions to the issues.
- D. Serve as a referee for the process.

**Answer: A**

Explanation:

In mediation, the mediator acts as a neutral facilitator who helps the parties communicate and reach a voluntary, mutually agreeable solution. The mediator does not impose a decision but encourages open dialogue.

Official Extract:

"Mediation involves a neutral third party facilitating discussions between disputing parties to help them reach a mutually acceptable

resolution without imposing a decision." (Source: HRCI PHR Content Outline 2024-2025, Employee and Labor Relations Section, Alternative Dispute Resolution)

## NEW QUESTION # 34

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