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SHRM Senior Certified Professional (SHRM-SCP) Sample Questions (Q68-Q73):

NEW QUESTION # 68

When calculating the rate of turnover in an organization, which is most helpful?

- A. Include both voluntary and involuntary terminations in the calculation.
- B. Consider the prior year's total number of employee exits when dividing by average headcount.
- **C. Separate out involuntary terminations from voluntary terminations.**
- D. Consider the prior year's headcount when dividing by the number of employee exits.

Answer: C

Explanation:

When determining the cause of employee turnover, it is best to separate out involuntary terminations from voluntary terminations. Counting involuntary terminations in the calculation will skew the separation rate and will not help determine the cause for attrition.

NEW QUESTION # 69

What is an important part of administering an employee survey to avoid employees becoming disappointed and disengaged?

- A. Conducting surveys at regular intervals, for example, annually
- **B. Communicating the results to the employees**
- C. Using online surveys for higher response rates
- D. Asking primarily open-ended questions in the survey

Answer: B

Explanation:

Employee surveys are a tool to increase employee engagement. But it is important that managers communicate the results honestly to their employees, take the feedback seriously, and respond in a meaningful manner. The greatest mistake companies can make with employee surveys is ignoring or not responding to the survey results. This can lead to frustrated and disengaged employees.

NEW QUESTION # 70

401(k) plan auto-enrollment for new hires

- A. is not advisable from an employee relations standpoint; employees tend to feel deceived.
- **B. is not legal.**
- C. is a great boost participation and encourage financial responsibility among employees.
- D. is a requirement of most retirement plans.

Answer: B

Explanation:

Automatic enrollment in a 401(k) for new hires, although not a requirement, is a recommended strategy to boost participation in the plan. There is not usually backlash from employees against this provision; however, communication to new hires and current employees is essential to avoid mistrust.

NEW QUESTION # 71

Which of the following would be the most effective first step for the HR representative to present for the manager?

- A. The manager should relocate his or her office to be able to work on-site and better understand the working dynamic.
- B. The manager and the HR representative should schedule one-on-one meetings with each of the team members individually to better understand the workplace dynamics.
- **C. During the next team meeting, the manager should join virtually to remind staff members of the organizational values.**

- D. The manager should design and implement a performance improvement plan for the male team members to improve overall morale.

Answer: C

Explanation:

In a working environment where management and team members are geographically dispersed, it is important that dialogue with each employee is conducted to better understand the team dynamics and motivations and to separate facts from emotions. Conducting conversations with both the manager and HR representative demonstrates to employees that their complaints are being addressed, and it also allows each team member to communicate his or her point of view without any interruptions. Relocating the manager on-site (A) would be an extreme reaction that could take away from other sites he or she manages and other organizational responsibilities he or she oversees. While performance improvement plans (PIP) may be required after further conversation (B), immediately placing just the employees of one gender on PIPs without additional investigation may cause backlash and additional discrimination claims. The manager joining the team meetings to discuss organizational values (C) can be a positive action, but it fails to address the specific behaviors that are causing the tension among the team.

NEW QUESTION # 72

How would you advise the supervisor to handle this problem employee?

- A. The supervisor should have a direct conversation with the employee focused on his/her performance and attendance. Going forward, the supervisor should begin documenting each instance of bad behavior.
- **B. The supervisor should focus on the medical condition and refer the employee to human resources to discuss an accommodation or possible Family and Medical Leave Act (FMLA) leave.**
- C. The supervisor should focus on supporting the other team members. Thank them for picking up the slack, and let them know they can stop by any time to discuss concerns.
- D. The supervisor should send an email to him/her summarizing the disrespectful behavior and specific attendance issues. This would serve as valuable documentation later if needed.

Answer: B

Explanation:

The supervisor should focus solely on the employee's performance and attendance. A blend of direct face-to-face feedback and documentation is best to illustrate that the supervisor is following protocol and no unfair treatment based on his/her medical condition is taking place.

NEW QUESTION # 73

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