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**QUESTION 1**

Your organization employees 475 people and you are the HR Professional for the organization. You're teaching your staff about the EEOC laws and the rights your employees have under these laws. In your state what term is assigned by the EEOC to the local offices that enforce the EEOC laws and any local or state anti-discrimination laws?

- A. Labor offices
- B. Workers Rights Agencies
- C. Fair Employment Practices Agencies
- D. EEOC offices

Correct Answer: C

The Fair Employment Practices Agencies are the local representatives of the EEOC. These FEPAs enforce federal, state, and local laws for employees they represent. Answer option D is incorrect. EEOC offices are not the same as the Fair

Employment Practices Agencies.

Answer option A is incorrect. Labor offices is not a valid term for this question. Answer option B is incorrect. There isn't an EEOC agency called the Workers Rights Agencies, so this choice is not valid.

QUESTION 2

Your organization is likely to be purchased by a competitor. The Management has asked you, in confidence, to complete environmental scanning to determine the effects of the purchase on your organization's culture, customers, and employees. What is environmental scanning?

- A. Environmental scanning is a review of the opportunities and threats that a condition may have on an organization.
- B. Environmental scanning is the process of assessing the effects of an organization change on both macro and micro elements in an organization.
- C. Environmental scanning is a review of the cultural achievability of a new project, organizational change, or market influence on at least three factors in an organization.
- D. Environmental scanning is an internal review of an external catalyst.

Correct Answer: A

Environmental scanning requires the HR Professional to review the opportunities and threats that a condition can have on an organization. In this instance the environmental scan is to consider the effects of the organization's sale on employee's, culture, and customers. Answer option C is incorrect. This is not a good definition of environmental scanning because the number of factors to be considered or the cultural achievability of a change are not required. Answer option D is incorrect. The change need not come from an external source - it could be an internal policy, shift in leadership, or other internal catalyst. Answer option B is incorrect. This isn't a valid definition of environmental scanning as this answer doesn't consider opportunities or threats that can affect the macro and micro elements in the organization.

**QUESTION 3**

Diane is the HR Professional for her organization and she's examining the ranges for the compensation levels of her company. Which one of the following statements best describes what a range for compensation is?

- A. A range specifies the lowest/minimum and the highest/maximum compensation rates for which positions with each grade are federally mandated that employees be paid.
- B. A range specifies the lowest/minimum and the highest/maximum compensation rates for which positions with each grade are generally paid.
- C. A range specifies the lowest/minimum and the highest/maximum compensation rates for the worth of responsibilities.
- D. A range specifies the lowest/minimum and the highest/maximum value for which employees are generally paid through incentives.

Correct Answer: B

A range is the space between the minimum and maximum pay for the type of work or role an employee satisfies in an organization.

Answer option D is incorrect. A range is not assigned to employees worth based on incentives. Answer option A is incorrect. Ranges are not federally mandated so this choice is not valid. Answer option C is incorrect. The choice isn't valid

because it's not the worth of the responsibilities, but the range of pay from minimum to maximum for employees.

QUESTION 4

Frank is an employee at the HBF Corporation, and he has recently been terminated because of poor company income. Frank visits the company's blog and saw a comment from his manager, which says, "We had to let Frank go today because he kept screwing up sales order. He's incompetent!" This is an example of which one of the following?

- A. Termination evidence
- B. Slander
- C. Libel
- D. Freedom of speech

Correct Answer: C

Defamation in writing is an example of a libel.

Answer option D is incorrect. Freedom of speech does have provisions, but in this case Frank was released because of poor company income, and not for being incompetent. This is an example of a libel.

Answer option B is incorrect. Slander is defamation through the spoken words. Answer option A is incorrect. Frank was terminated for poor company income, and not for screwing up sales orders.

QUESTION 5



Which of the following is the process of constantly working with employees to enhance their ability to perform their jobs productively?

- A. Performance appraisal
- B. Employee self-assessment
- C. Performance management
- D. Supervisory training

Correct Answer: C

Performance management is the process of constantly working with employees to enhance their ability to perform their jobs productively. Performance management includes activities to ensure that goals are consistently being met in an

effective and efficient manner. Performance management can focus on the performance of an organization, a department, employee, or even the processes to build a product or service, as well as many other areas. Answer option D is

incorrect. Supervisory training generally involves topics related to interactions with employees, such as performance management, progressive discipline, performance appraisals, workplace safety, and training.

Answer option A is incorrect. Performance appraisal is a structure for documenting individual performance. Performance appraisal can contribute to productive relationships between employees and their supervisors.

Answer option B is incorrect. Employee self-assessment process is meant to be a two-way conversation. In this process, employees are asked to assess their own performance as part of the appraisal.

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