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**QUESTION 1**

You are the HR Professional for your organization. You have just hired a new employee for your company. What form are you and the newly hired employee required to complete to show the employee's identity and eligibility to work in the United States?

- A. IRCA-00
- B. 1099
- C. IRCA-86
- D. I-9

Correct Answer: D

The I-9 form is a requirement of the Immigration and Control Act of 1986. It must be completed within three days of hiring the employee. Some parts are completed by the newly hired candidate and the other parts are completed by the HR Professional. Answer options B, A, and C are incorrect. These are not valid forms for the Immigration and Control Act of 1986.

QUESTION 2

If a union wants to organize, it typically moves through five steps to the organizing process. Which one of the following is not one of the five stages of unionization of work force?

- A. The financing
- B. The campaign
- C. Obtaining recognition
- D. The election

Correct Answer: A

There is no such stage called "the financing", so this choice is correct. The five phases of union organizing are: Making a connection, Confirming interest, Obtaining Recognition, The Campaign, and The Election.

Answer option D is incorrect. The election is the final stage of the union organization. It's the actual election to determine if employees will participate in the union. Answer option B is incorrect. The campaign is the period leading up to the

election to determine if employees will participate in the union.

Answer option C is incorrect. Obtaining recognition, the third stage of the unionization process, is to gain recognition from the employer. This stage causes the employer to give the NLRB a list of names and addresses of employees who are

eligible to vote in the union certification election.

**QUESTION 3**

Your organization is looking for methods to improve communication between the management and the employees within the company. Which one of the following methods is best described as a small but representative sampling of employees - led in a conversation by a neutral moderator about an identified topic?

- A. Focus group
- B. Workshop
- C. Pilot group
- D. Brainstorming session

Correct Answer: A

Explanation:

A focus group is often used to find an employee-driven solution to a problem. Focus groups typically, but not always, include sampling of employees from across the organization. Focus groups should be led by neutral moderators, rather than

members of the management. Answer option C is incorrect. A pilot group is a collection of employees who will test a new software, impart training, or other implementation, and provide feedback on their experience. Pilot groups, often, are the

control groups to determine how the software, training, or implementation will go in the rest of the organization.

Answer option B is incorrect. A workshop isn't usually a sampling of employees from across the organization, though it could be. A workshop is designed to define requirements, solve a specific problem, or to create goals for an objective.

Workshops aren't usually led by a neutral moderator like in a focus group.

Answer option D is incorrect. A brainstorming session isn't led by a neutral moderator. These sessions aim to generate as many ideas as possible for softwares, products, services, or other solutions.

QUESTION 4

John is the HR Professional for his organization. He is interviewing Sally for a sales position and he has asked Sally to provide an instance of how she worked with a tough customer in the past, how Sally resolved the situation, and what the outcome of the experience was. This is what type of interviewing technique?

- A. Prescreen interview
- B. Behavior-based interview
- C. Directive interview
- D. Stress interview

Correct Answer: B

This is a classical example of the behavior-based interview. Sally will need to tell a story to John about her past experiences with a difficult customer and what the outcome of the situation was. Answer option D is incorrect. A stress interview



deliberately creates a stressful environment to test the candidate's response in the stress.

Answer option A is incorrect. A prescreen interview is used to determine which candidates qualify for the job requirements and to make decisions if additional interviews are needed. Answer option C is incorrect. A directive interview is where

the HR Professional controls the interview process through a predefined set of questions for all interviewees.

QUESTION 5

Sally is an HR employee for her company. She is primarily interested in serving only in an organizational role where she focuses on creating HR policies and procedures. What is the limitation Sally may subject herself to, if she focuses only on the organizational role?

- A. She'll only be involved in the organization's strategic planning efforts.
- B. She won't be involved in the organization's strategic planning or change efforts.
- C. Her organizational impact will be limited to identifying problems, creating policy initiatives, and launching HR programs.
- D. Her organizational impact will be limited to promoting employee performance.

Correct Answer: B

HR professionals who restrict themselves to just one quadrant of the HR Impact Model often limit their effectiveness as an HR Professional. In this instance, Sally won't contribute to strategic planning and change efforts.

Answer option A is incorrect. Sally won't be involved in the strategic planning efforts. Answer option D is incorrect. Sally's focus won't be on employee performance, but on policies. HR Professionals who focus on programs and processes

promote employee performance. Answer option C is incorrect. HR Professionals should also be involved in the programs and processes quadrant of the HR Impact Model to help promote new programs and processes.

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