

## GR1<sup>Q&As</sup>

Total Rewards Management Exam

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**QUESTION 1**

At a company communications event, several employees were awarded certificates for their roles in improving customer service. Later, their manager noticed some of the certificates in the trash bin. Which essential element for success did the manager miss?

- A. Link rewards to the performance evaluation
- B. Employ meaningful rewards
- C. Reward group or team accomplishments
- D. Make sure that measurement is accurate.

Correct Answer: B

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**QUESTION 2**

A company is sponsoring a diversity awareness fair for employees. Which category of work -life is the company trying to promote?

- A. Caring for dependents
- B. Culture change
- C. Corporate citizenship
- D. Internal sharing.

Correct Answer: B

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**QUESTION 3**

Which of the following is primarily focused on giving special attention to employee actions, efforts, behavior or performance?

- A. Compensation
- B. Benefits
- C. Career opportunities
- D. Recognition.

Correct Answer: D

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**QUESTION 4**

As a general rule, how often should employees receive performance feedback?

- A. Once a year at the annual performance review
- B. Once a day, preferably early in the morning
- C. On an ongoing basis as appropriate
- D. Only as often as is comfortable for the supervisor.

Correct Answer: C

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## QUESTION 5

Which statement is most accurate regarding the performance management process?

- A. It is a one-time event.
- B. Managers and supervisors should plan and measure performance without input or involvement from subordinates.
- C. Performance standards should be loosely defined, allowing great latitude in measurement.
- D. Mutual respect and trust should be the foundation of the relationship between managers and employees.

Correct Answer: D

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