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QUESTION 1

There are seven stages of internal consulting that an HR Professional must be familiar with. Consider this scenario: Frances has developed an HR training plan for her organization. The plan is comprehensive, aggressive, and will provide organizational development for all levels of employees in the company. Frances is presenting her plan to her organization's management. What level of internal consulting is Fran participating in?

- A. Reviewing, transitioning, and evaluating the project
- B. Gaining agreement to the project plan
- C. Presenting the findings and recommendations
- D. Exploring the situation

Correct Answer: B

Frances is meeting with the management to gain their agreement on the project plan. The plan has not yet been approved.

Answer option C is incorrect. This choice is tempting, but as the plan is not yet approved, this choice is invalid.

Answer option A is incorrect. This is the final stage of internal consulting; since the plan has not yet been implemented, this choice is incorrect.

Answer option D is incorrect. Exploring the situation is the first stage of internal consulting. Once the HR Professional moves past this phase, the plan is developed and presented for approval.

QUESTION 2

Validity is an important part of the interview process. All HR Professionals should recognize validity through the interview process. Which one of the following is not one of the four types of validity?

- A. Content validity
- B. Professional validity
- C. Construct validity
- D. Predictive validity

Correct Answer: B

There are four types of validity that HR Professional should be familiar with: content validity, criterion-related validity, construct validity, and predictive validity. There is no such category as professional validity. Answer options D, A, and C are incorrect. Predictive validity, content validity, and construct validity are the categories of validity, as part of abiding by the Uniform Guidelines on Employee Selection Procedures.

QUESTION 3

Herb is the HR Professional for his organization. He is preparing to hire a new employee, Hans, to the firm. Herb has

asked Hans to agree, in writing, to mandatory arbitration as part of the employment offer. What does this agreement mean?

- A. It means that Hans and the organization must settle all disputes, if any arise, through a neutral third party rather than through a lawsuit.
- B. It means that Hans must file all legal complaints with the organization's attorney, before filing a lawsuit against the organization.
- C. It means that Herb's firm can research Hans to determine if he's had any lawsuits.
- D. It means that Hans cannot work for competitors without the written permission of the employer.

Correct Answer: A

Mandatory arbitration helps the organization avoid lawsuits, should any arise, between the employee and the employer, by agreeing up-front to settle potential disagreements through an arbitrator versus a lawsuit.

Answer option D is incorrect. This answer describes a non-compete agreement. Answer option C is incorrect. This isn't a valid answer for the mandatory arbitration agreement. Answer option B is incorrect. Hans doesn't need to file legal complaints with his employer under this agreement. The agreement means that Hans and the employer will settle the problem without a lawsuit.

QUESTION 4

You are an HR Professional for your organization. Your organization employs 120 people in the United States. You are required to file the EEO-1 report for your organization by what date?

- A. April 15 of each year
- B. The anniversary date of your organization reaching 100 employees
- C. January 1 of each year
- D. September 30 of each year

Correct Answer: D

The EEO-1 Report, known as the Employer Information Report, must be submitted to the Department of Labor's Office by September 30 of each year for employers with 100 or more employees.

Answer option C is incorrect. January 1 is not a valid answer. Answer option A is incorrect. April 15 is the tax filing deadline. Answer option B is incorrect. All organizations with 100 or more employees must file the EEO-1 report by September

30, not the anniversary date of your organization reaching 100 employees.

QUESTION 5

If an employer ignores stress in employees what symptom are employees likely to develop?

- A. De-motivation

- B. Burnout
- C. Tumors
- D. Turnover

Correct Answer: B

Burnout is a symptom that can further erode performance because of stress in employees. Employers must recognize stress and address the issues caused by stress. Although burnout is work-related, most responsibility for burnout currently rests on the individual worker in the United States, as well as the individual company, as it is in a company's best interest to ensure burnout doesn't occur. The NIOSH outlines an approach in their booklet "Stress at Work." Answer option A is incorrect. De-motivation may occur, but burnout is the preferred terminology. Answer option D is incorrect. Approximately 40 percent of turnover is due to stress, but turnover is not necessarily a symptom of an employee. Answer option C is incorrect. Stress may cause tumors, though there are more complicated health matters that contribute to this symptom. The best answer is burnout.

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