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Total Rewards Management Exam

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QUESTION 1

Which of these results-driven recognition programs focuses on individual employees who perform particularly well in some aspect of their job?

- A. Peer-to-peer
- B. Specific results and behaviors
- C. Symbolic award
- D. Above-and-beyond performance

Correct Answer: B

QUESTION 2

Step-rate increase programs provide employees the opportunity to receive two regular pay increases at which points?

- A. At established dates and then every six months thereafter
- B. On January 1 and July 1 of each year
- C. Once when they move a step, and again when the step value changes
- D. At the anniversary date and at the annual merit increase date

Correct Answer: C

QUESTION 3

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

QUESTION 4

What is a primary objective of profit-sharing and performance-sharing variable pay plans?

- A. To achieve organizational cost savings through base pay reductions

- B. To increase employee identification with the organization's success
- C. To defer compensation expenses to future reporting periods
- D. To reward individual employees for some significant contribution.

Correct Answer: B

QUESTION 5

Which of the following is an organization's statement about what it wants to become?

- A. Corporate vision
- B. Corporate mission
- C. Business strategy
- D. Human resources strategy.

Correct Answer: A

QUESTION 6

Which of the following best describes midpoint-to-midpoint differentials?

- A. The ordering of jobs from highest to lowest
- B. The market wage for a particular job compared to a specific company's wage for the job
- C. The adjustments to midpoints based on geographic differentials
- D. The difference in wage rates paid at the midpoint of two adjacent grades.

Correct Answer: D

QUESTION 7

What employee needs are most commonly addressed by work-life programs?

- A. Financial
- B. Intrinsic
- C. Retirement
- D. Insurance.

Correct Answer: B

QUESTION 8

What phrase below best describes a benchmark job?

- A. A job being paid at the midpoint of the salary range
- B. A job that is easily defined and found in other organizations
- C. A job that is considered an outlier for purposes of market pricing
- D. A job that is held by at least 25% of an organization's workforce.

Correct Answer: B

QUESTION 9

For which type of employees should the lowest (first) quartile be used in a merit pay system with pay ranges divided into quartiles?

- A. Red-circled employees
- B. Employees new to the role
- C. High-performing employees with five years in the job
- D. Fully meets standards employees with five to seven years of experience

Correct Answer: B

QUESTION 10

Which of the following statements best describes defined contribution (DC) plans?

- A. They require complex actuarial calculations and assumptions.
- B. The benefit is based on a formula that considers pay and service.
- C. They generally provide better benefits to employees with longer service.
- D. The employee assumes the risk for the investments..

Correct Answer: D

QUESTION 11

Why should the annual development and career opportunities discussion take place separately from the performance discussion?

- A. To change the focus from reviewing past performance to planning for future performance
- B. To allow the manager to rank the employee after the performance discussion

- C. To allow both the manager and employee to have a "cooling off" period
- D. To allow human resources adequate time to post new job opportunities.

Correct Answer: A

QUESTION 12

Which of the following statements is most accurate regarding pay grades/bands?

- A. They include incentives that are paid out at certain times of the year
- B. They identify the actual compensation paid to each employee
- C. They may overlap with minimums and maximums falling within adjoining grades
- D. They represent the difference between the midpoint and the maximum of a given salary grade

Correct Answer: C

QUESTION 13

Which statement is most accurate regarding a precaution to be taken in communicating total rewards statements?

- A. Avoid sending a total rewards statement to an employee's home address.
- B. Avoid summarizing each employee's complete total rewards package.
- C. Avoid arbitrarily setting a monetary value on intangible benefits that not all employees use.
- D. Avoid itemizing the value of benefits or work-life programs. Include only compensation.

Correct Answer: C

QUESTION 14

How should appraisers address performance deficiencies on performance appraisals?

- A. Avoid discussing them
- B. Focus the entire appraisal on the areas that need attention
- C. Balance every deficiency with a compliment, even if the compliments are for minor accomplishments
- D. Provide specific information about deficiencies that affect performance.

Correct Answer: D

QUESTION 15

Which of the following is a true statement about using recognition plans to drive business results?

- A. Implementing a recognition plan in lieu of a competitive base pay will motivate employees to work harder.
- B. Provides managers a rationale for requesting an increase in departmental recognition budgets.
- C. The behaviors organizations are seeking depends on what type of employees are hired.
- D. Employee basic salary needs must be met before they will begin to appreciate recognition awards.

Correct Answer: D

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