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Question: 1

Dependent enrollment with COBRA continuation coverage

- A. is required if the primary beneficiary is enrolled.
- B. is allowed even if the primary beneficiary is not enrolled.
- C. is only permitted if the primary beneficiary is enrolled.
- D. is generally not permitted in any instance.

Answer: B

Explanation:

Dependents may enroll with COBRA continuation coverage even if the primary beneficiary (employee or former employee) is not enrolled.

Question: 2

What is a Performance Improvement Plan (PIP) best suited for?

- A. Documentation prior to a termination action
- B. Insubordinate behavior
- C. Quantifiable performance deficiencies with potential for improvement
- D. Unionized workplaces

Answer: C

Explanation:

PIPs are best for specific and measurable problems with an employee's performance that may be turned around with guidance and training. Insubordinate behavior is not generally resolved with a PIP. And last, although PIPs are sometimes the final step before a termination, it is best for managers and supervisors to issue a PIP with the intent that the behavior can be improved.

Question: 3

Which of the following workplace behaviors is most likely to be reduced as a result of building diverse teams?

- A. Conflict
- B. Trust
- C. Groupthink
- D. Collaboration

Answer: C

Explanation:

Groupthink is a group behavior trend in which a group's members speak and behave in ways that preserve social cohesion over production and outcomes; the team functions well together but may not have the most effective or creative outputs. Trust (B) in the workplace can be complex to manage and may increase or decrease depending on the communication that accompanies team building and operations. Conflict (A) in the workplace is likely to increase with an influx of differing perspectives and experiences, but if appropriately managed, collaboration (D) can be the conflict style that experiences the greatest increase. Collaboration in the workplace also depends on high levels of trust and creative thinking to design new solutions and create new value.

Question: 4

Best practice for initial completion of the US Citizen and Immigration Services (USCIS) Form 1-9 does NOT include that

- A. the employee should fill out the form no later than the first day of work.
- B. the employer may specify that the employee should supply a passport to verify identify.
- C. the employee may use a translator for purposes of completing the form.
- D. the employer must review the original documentation supplied by the employee.

Answer: B

Explanation:

The employer should provide a comprehensive list of acceptable documentation to an employee and allow him/her to choose the documentation that meets the criteria. Requiring a new hire to supply a passport would discriminate against those who are not US citizens.

Question: 5

Which question should interviewers avoid asking candidates during an interview?

- A. Are you able to work for our company without immigration sponsorship?
- B. Are you able to perform the work duties without accommodation?
- C. Do you live close to our of the?
- D. It sounds like you have an accent. Where are you from?

Answer: D

Explanation:

Even if a candidate appears to be originally from the United States, interviewers should not ask where the candidate is from, as national origin is a protected class. If not selected, a candidate could claim discrimination based on this criterion.

Question: 6

H-IB work visas may only be obtained for employees who

- A. reside in either Mexico or Canada and work in a specialty occupation.
- B. pass a rigorous test to prove their knowledge of the United States.
- C. work in a specialty occupation and have a bachelor's degree equivalency.
- D. area recent college graduate and wish to work in the same field of study.

Answer: C

Explanation:

H-IB visa applicants are eligible if they possess a bachelor's degree or foreign equivalent and work in a specialty occupation as defined by the US Citizen and Immigration Services (USCIS).

Question: 7

Why are human resource representatives generally excluded from bargaining unit representation?

- A. They of ten oversee the work of others in a supervisory capacity.
- B. They act as an advisor and/or representative of management during collective bargaining.
- C. They are responsible for defining organizational policies that may conflict with collective bargaining agreements (CBAs).
- D. They are responsible for enforcing the provisions of the CBAs and policies.

Answer: B

Explanation:

Human resources is usually in the role of preparing for, and participating in, collective bargaining. This falls under the "confidential employee" exemption with the National Labor Relations Act (NLRA).

Question: 8

Focus groups are an effective means to gather employee feedback. For what are they best suited?

- A. Employees in the same division or department
- B. Specific subjects of discussion
- C. Fewer than five participants
- D. Unstructured brainstorming sessions

Answer: B

Explanation:

Focus groups with employees are optimal when they pertain to specific topics, such as feedback on the benefit plan or succession planning. Around eight to 10 participants are best, and they should be a diverse group of employees to more accurately represent opinions across the organization. Although employees should feel free to voice their opinions openly, the facilitator should bring some semblance of structure to the focus group. He/she should give an introduction, ask open-ended questions to participants, and be prepared to summarize the discussion at the conclusion.

Question: 9

If a rejected candidate asks for feedback from the employer on how he/she might improve, what is the MOST appropriate response?

- A. Anon-specific response like "You just weren't the right fit for our team".
- B. Honest and direct feedback with a list of areas to improve upon.
- C. A standard, generic response, which is given to all candidates: "We decided to move forward with another candidate".
- D. A customized response based on several factors from the level of position, number of candidates interviewed, and whether the candidate is internal or external.

Answer: D

Explanation:

A response to a candidate asking for feedback on how to improve can vary based on multiple factors. If there is a reason to foster a relationship with a candidate, it can be worthwhile to provide constructive but carefully worded and concise feedback

Question: 10

What is the primary difference between coaching and mentoring?

- A. Coaching is generally used for a specific reason—either to prepare an individual for a new challenge or to change a specific work behavior.
- B. Coaching is generally conducted in a one-on-one setting.
- C. Coaching is usually used in the case of pending, or as a result of , a disciplinary action.
- D. Coaching is more instructional with job-related training.

Answer: A

Explanation:

Coaching is used in specific instances for individuals—to help them prepare for a leadership role or an upcoming assignment or to help them develop a specific skill or stop exhibiting a certain behavior. Mentoring is usually in the case of a formal or informal program and can help individuals pursue their personal or professional goals.

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