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QUESTION 1

As an HR Professional, you must be familiar with collective bargaining agreements and the process that rights are given, contracts, and union and management cooperation. With this in mind, what is a rights arbitration?

- A. It is a lawsuit between the collective management and the collective union.
- B. It is a formal hearing between the management and the union, to resolve grievances during the construction of a contract.
- C. It is a formal hearing between management and union members to resolve grievances during the administration of a contract.
- D. It is a not a lawsuit, but a resolution of laws and their impact on existing contracts.

Correct Answer: C

Rights arbitration is like a hearing, but it doesn't take place in the court of law. Rights arbitration aims to resolve grievances between union members and management, that have happened during the administration of a contract.

Answer option B is incorrect. Note that this answer is close, but it defines rights arbitration as something that occurs during the construction of the contract, not during the actual administration of the contract.

Answer option A is incorrect. Rights arbitration is not a lawsuit. Answer option D is incorrect. Rights arbitration is not an interpretation of laws and their affect on existing contracts.

QUESTION 2

Your organization will be using the factor comparison technique in their evaluations of job performance. You need to communicate what the factor comparison technique accomplishes as you're the HR Professional for your organization. Which of the following best describes the factor comparison technique?

- A. Factor comparison is an evaluation technique that involves the ranking of each compensable factor of each job.
- B. Factor comparison is an evaluation technique that involves the ranking of each compensable factor of each job. A monetary value is assigned for each factor to determine its worth. Based on performance, historical information, and value this approach determines the importance and value of each job.
- C. Factor comparison is an evaluation technique that involves the ranking of each compensable factor of each job. A monetary value is assigned for each factor to determine its worth. Based on performance, historical information, and value this approach determines a bonus structure for each job.
- D. Factor comparison is an evaluation technique that involves the ranking of each compensable factor of each job. A monetary value is assigned for each factor to determine its worth. Based on performance, historical information, and value this approach determines a pay rate for each job.

Correct Answer: D

The factor comparison does indeed assign a monetary value to the responsibilities, called points and levels, to determine the pay rate for each job. It can be used to determine employee value based on performance of meeting expectations.

Answer option A is incorrect. This is not a valid definition of the factor comparison technique as it does not completely



define the approach.

Answer options C, B are incorrect. These are not valid definitions of the factor comparison technique.

QUESTION 3

As an HR Professional you must be familiar with the project management processes and the stakeholders of projects. All projects can map to the project management lifecycle. Which one of the following best describes the project management lifecycle?

- A. It is the aggregation of the nine knowledge areas of project management: integration management, scope, schedule, costs, quality, human resources, communication, risk, and procurement.
- B. It is the life of the management of the project -from initiation, planning, execution, controlling, through closing.
- C. It is the life of a project to interact with all areas including scope, schedule, costs, quality, human resources, communication, risk, and procurement.
- D. It is a unique life of each project -from its initiation through its closing.

Correct Answer: B

The project management lifecycle is the flow of project management activities through the five process groups of initiating, planning, executing, controlling, and closing. Answer option D is incorrect. This answer describes the project life cycle

-which is unique to each project; not universal to all projects.

Answer option A is incorrect. This answer describes the integrated nature of projects where performance in each knowledge area can affect the performance of all other knowledge areas. Answer option C is incorrect. This answer describes

project integration management - the coordination of all necessary project management processes throughout the nine knowledge areas of project management.

QUESTION 4

The Federal Labor Standards Act is something that all HR Professionals should be familiar with. This act clearly defines four areas that affect all employees. Which one of the following is not one of the four areas of employment covered by this act?

- A. Commissions, royalties, and tips
- B. Overtime
- C. Record keeping
- D. Minimum wage

Correct Answer: A

The Federal Labor Standards Act does not address commissions, royalties, and tips. The four things the act does address are minimum wage, record keeping, overtime, and child labor. Answer options D, C, and B are incorrect.



Minimum wage, record keeping, and overtime are addressed by the Federal Labor Standards Act.

QUESTION 5

Which one of the following presents the seven stages of internal consulting in the correct order?

- A. Exploring the situation, Gathering data, analyzing, and identifying findings, Gathering agreement to the project plan, Developing recommendations, Implementing, Presenting the findings and recommendations, Reviewing, transitioning, and evaluating the project.
- B. Exploring the situation, Gathering agreement to the project plan, Gathering data, analyzing, and identifying findings, Presenting the findings and recommendations, Developing recommendations, Implementing, Reviewing, transitioning, and evaluating the project.
- C. Gathering agreement to the project plan, Exploring the situation, Gathering data, analyzing, and identifying findings, Developing recommendations, Presenting the findings and recommendations, Implementing, Reviewing, transitioning, and evaluating the project.
- D. Exploring the situation, Gathering agreement to the project plan, Gathering data, analyzing, and identifying findings, Developing recommendations, Presenting the findings and recommendations, Implementing, Reviewing, transitioning, and evaluating the project.

Correct Answer: D

The seven stages of internal consulting are as follows: 1.Exploring the situation 2.Gathering agreement to the project plan 3.Gathering data, analyzing, and identifying findings 4.Developing recommendations 5.Presenting the findings and recommendations 6.Implementing 7.Reviewing, transitioning, and evaluating the project Answer option B is incorrect. This is not the correct order of the seven stages of internal consulting. Answer option A is incorrect. This is not the correct order of the seven stages of internal consulting. Answer option C is incorrect. This is not the correct order of the seven stages of internal consulting.

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