



SHRM

SHRM-SCP

SHRM Senior Certified Professional

QUESTION & ANSWERS

Question: 1

How would Trompenaars and Hampden-Turner label a culture in which individuals express their emotions freely?

- A. Synchronic
- B. Affective
- C. Particular
- D. External

Answer: B

Question: 2

The current HR structural model in a high-growth organization with multiple business units has resulted in HR talent management processes that are inconsistent, strain budgets, and produce poor-quality data. What is the most significant benefit the organization can expect from using a shared services model with a designated center that specializes in talent management?

- A. Increased use of career development offerings
- B. Stronger employer brand to leverage in recruiting
- C. Integrated processes across the organization
- D. Reduced HR costs at an organizational level

Answer: C

Question: 3

As a strategic HR practitioner, how would you approach the task of aligning HR's goals to the organization's strategy?

- A. Align goals to the organization's legacy practices.
- B. Focus on training new employees.
- C. Focus on the organization's short-term goals.
- D. Identify where new skills are needed.

Answer: D

Question: 4

A U.S. engineering firm has recently merged with an international company. With the change in leadership, management is worried that employees will begin leaving the organization. As HR prepares managers for their new international roles, what should HR recommend management focus on to have the greatest impact on employee retention?

- A. Customer-employee relationships by hosting a customer appreciation day
- B. Manager-employee relationships by working with each employee to understand his or her role
- C. Government-employee relationships by hosting a conference with international employment expertise
- D. Employee-employee relationships through off-site team-building events

Answer: B

Question: 5

How can an HR director best ensure minimal impact to results and outcomes when considering a training course reduction from five days to three?

- A. By implementing a three-day pilot program that runs concurrently with the existing five-day program and comparing the results
- B. By creating a syllabus and course outline showing that the same amount of knowledge will be presented in each class
- C. By calculating the costs associated with each course and comparing the decrease in costs with the three-day course results
- D. By implementing the new three-day course and comparing the results to those previously identified for the five-day course

Answer: A

Question: 6

Which is most likely to occur in a company with a geocentric approach to globalization?

- A. Local cultural and legal compensation norms are taken into account in the administration of a cohesive global strategy.
- B. Headquarters compensation policies are modified for local application only when it is required by local laws.

- C. Individual regions are given full autonomy in the development of a compensation and benefits strategy.
- D. Important cultural differences are overlooked as headquarters compensation policies are adjusted for local application.

Answer: A

Question: 7

The new vice president of HR is tasked with developing a total rewards strategy in her organization. How should the VP begin the process?

- A. Create a pay scale matrix with job grades.
- B. Present a business case to senior leadership.
- C. Conduct a workforce needs assessment.
- D. Develop a compensation philosophy.

Answer: D

Question: 8

In a casual conversation, an operations manager expresses concern to an HR manager about operations' ability to argue persuasively for funding to develop a new order fulfillment system in the upcoming budgeting cycle. Which approach should HR recommend to best demonstrate collaboration toward an effective solution?

- A. Cost-benefit analysis of the new system's strategic impact
- B. Coaching sessions with supervisors to improve operations' productivity
- C. Workshops in enhanced teamwork, motivation, and leadership techniques
- D. Training for operations personnel in new quality control techniques

Answer: A