

# SPHR<sup>Q&As</sup>

The Professional in Human Resources (SPHR)

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**QUESTION 1**

As part of your implementation of a new course, you will deliver pilot programs to a small group of learners in your organization. Which of the following are the two types of pilot programs that an organization can use within ADDIE?

- A. Mock program and management-driven format
- B. Instructor-to-instructor format and instructor-to-peer format
- C. Identical program format and abbreviated program format
- D. Job-sampling program and abbreviated program format

Correct Answer: C

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**QUESTION 2**

Human resources is often seen as a three-dimensional component of an organization. Which dimension of human resources focuses on long-term, future-focused approach to the methods to achieve human resource and organizational goals?

- A. Strategic
- B. Administrative
- C. Organizational
- D. Operational

Correct Answer: A

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**QUESTION 3**

In which of the following situations was the HR manager incorrect in their handling of FMLA medical certification?

- A. The employer disagreed with the certification by the employee's doctor, so it paid to have the employee seen by a second provider.
- B. The employee was given 5 calendar days to provide medical certification.
- C. The employer had its own medical certification that it used, but it contained information identical to the DOL's WH-380 form.
- D. None of the above options were incorrect.

Correct Answer: B

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**QUESTION 4**

An organization has over 5,000 employees who are members of a union. The employees, however, are no longer happy with the union's performance and they would like to decertify the union from their representation. Who will decertify the union in this instance?

- A. The union official if fifty percent of the employees sign off on the decertification
- B. The National Labor Relations Board
- C. Management of the employees
- D. The employees

Correct Answer: B

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#### QUESTION 5

Which of the following types of learners can retain information in a better way when they are able to have a hands-on experience during training?

- A. Data learners
- B. Auditory learners
- C. Visual learners
- D. Kinesthetic learners

Correct Answer: D

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