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HUMAN RESOURCES GENERAL OVERVIEW
MODULE IV~ QUESTIONS

LESSON 1

1. You're interviewing a candidate for a job opening in your department. The candidate keeps volunteering personal information that isn't work-related. What should you do?
   a. Don't follow up on the volunteered information and steer the interview back to work-related questions.
   b. Write it down. This way you'll have proof that you didn't ask any improper questions and the candidate volunteered the information.

2. One of your co-workers recommended a friend for a job opening in your group. The interview went really well and the candidate is one of the finalists for the position. However, you have some reservations about the candidate's ability to commit to the job's long hours and frequent travel. You meet your co-worker in the lunchroom and she starts talking about the candidate and her family. What should you do?
   a. This is your chance to find out more information. Let your co-worker talk about the candidate.
   b. Ask your co-worker some questions about the candidate's family life so you can find out if she's the right fit for the job.
   c. Refocus the conversation from a personal to job-related discussion.

3. You're interviewing an applicant who uses a crutch to walk and lean on when standing. The job he's applying for requires standing for long periods of time and demonstrating your product line to potential customers. You're concerned the applicant may not be able to fulfill the job requirements. What should you do?
   a. Nothing. Assume the applicant can do the job and don't bring up the disability.
   b. Ask him to demonstrate or describe how he would perform the essential job functions.
   c. Ask him if he will need a reasonable accommodation for the job.

4. Which of the following is an unacceptable question to ask when interviewing?
   a. Have you ever been convicted of a felony?
   b. Have you ever been arrested?

5. Avoid taking notes during an interview since they can be used as evidence in a court of law.
   a. True
   b. False

6. You're interviewing a candidate for a job that involves some lifting of heavy boxes. One of the three applicants is a small woman. You're not sure if she would be able to do the job. How should you proceed?
   a. Ask her to pick up a few heavy boxes in front of you to see if she can do it.
   b. Explain the job responsibilities to her and ask her the same questions as other candidates.
   c. Tell her that she doesn't have the physical requirements for the job but you do have other openings in the company.

7. Which of the following questions can you ask during an interview?
   a. You have an interesting accent. Where are you from?
   b. When did you graduate from college?
   c. Can you work legally in the United States?

8. In the middle of an interview, an applicant tells you of her religious beliefs. You realize members of that religion cannot work on Saturday, which is one of the job requirements for the position. What should you do?
   a. Ask her if she needs any religious accommodation in order to take the job.
   b. Ask her if she can work on Saturdays, as it is a job requirement.
   c. Ask her if her religion prevents her from working on weekends.

LESSON 2

1. Your company has no employment contracts with its employees. Both you and one of your employees have daughters at the same high school. You become angry when your employee's daughter is selected over your daughter to star in the class play. What should you do?
   a. Fire the employee, because the employee is an employee "at will" who can be fired with reasonable notice for any reason as long as it is not an illegal reason and as long as it is not against public policy.
   b. Nothing, because firing the employee would be against public policy.
2. You're evaluating the performance of one of your disgruntled employees. You've been monitoring his progress, writing down specifics and comparing them with his performance objectives. What should you do next?
   a. Have a formal discussion with the employee about his performance.
   b. Have your manager look over your evaluation.
3. You're thinking of terminating one of your under-performing employees. Meanwhile, she is complaining a lot about the working conditions in the office. She's even said she's going to file a complaint with OSHA. What should you do?
   a. Take the complaint seriously and talk to your human resources or legal department.
   b. Terminate her employment before she files the complaint.
4. Every discipline or termination decision can put you at risk of a lawsuit.
   a. True
   b. False
5. Which of the following is a federal "whistle-blower" exception?
   a. Failure to comply with health or safety regulations.
   b. Failure to promote a qualified candidate.
6. What is the best way to prove you didn't breach a contract or act in an unlawful manner when terminating an employee?
   a. Show you acted within "at-will employment."
   b. Show you acted within "just cause."
7. Progressive discipline can be used to correct which of behaviors listed below?
   a. Stealing from company.
   b. Being late to work.
8. Communication is the most important factor in avoiding wrongful termination.
   a. True
   b. False

LESSON 3

1. Your company has no employment contracts with its employees. You are constantly having disagreements with one of your employees regarding a workers' compensation claim. You've done a good job of keeping documentation of your discussions. What should you do?
   a. Terminate the employee because the employee is an employee "at will" who can be let go with reasonable notice for any reason.
   b. Nothing because terminating the employee would be against public policy.

2. You've just discovered one of your employees is stealing computer accessories and office supplies from the company. Any kind of stealing is against company policy. What should you do?
   a. Terminate him since stealing is a serious offense and you will be acting within "just cause."
   b. Place the employee on suspension pending an investigation.
3. All wrongful terminations are considered illegal.
   a. True
   b. False

LESSON 4

No Questions

LESSON 5

1. Beth is one of your most valued employees. She has a sick friend and needs to take care of him for the next two months. She's completed the Family and Medical Leave form and wants you to sign it. What should you do?
   a. Sign the form since she has followed the correct procedures.
   b. Deny her request since an FMLA leave only applies to immediate family.
   c. Ask for a doctor's opinion that describes the illness.
2. One of your employees has opened a web-based business on the side. While your company has no policy about employees having other jobs, you suspect she's using company equipment to run her business. What should you do?
   a. Ask the employee questions about her Web-based business to find out more information.
   b. Start an investigation into her activities.
   c. Search her workstation after she leaves at the end of the day.
3. Maria, one of your employees, has just told you that Paul, another employee, has been making lewd sexual comments that make her feel uncomfortable. She doesn't want him to get in trouble, so she asks you to keep it in confidence and that she will handle it. What should you do?
   a. Confront Paul and tell him to stop making the lewd comments.
   b. Respect Maria's request for confidentiality and let her confront Paul.
   c. Conduct a prompt, confidential and thorough investigation immediately.
4. You've replaced another manager at your company and Madeline, one of your employees, is consistently performing at an unsatisfactory level. You want to terminate her, so you contact human resources. After looking at her files, you both discover Madeline can't be terminated since all her past reviews are positive. Her previous manager gave all employees the same positive performance review. What should you do?
   a. Have a termination discussion with Madeline about her performance.
   b. Find a way to circumvent past reviews, so you can terminate Madeline.
   c. Start documenting Madeline's performance.
5. Which statement below is acceptable to say when making an offer to a potential employee?
   a. "We expect to offer stock options next year."
   b. "You will be eligible to receive a discretionary bonus."
   c. "We pay more than our competitors."
   d. "You will be promoted within the next year."
6. Non-exempt employees must be paid overtime if they work more than 40 hours in a single week.
   a. True
   b. False

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7. You overhear several employees making sexually offensive comments in the company lunchroom. However, none of the participants seem offended by the comments. As a manager, what should you do?
   a. Take action immediately and advise the employees not to make these types of comments in the workplace.
   b. There is no need to respond to the situation, since no one has complained or feels uncomfortable.
8. What is the most important action a manager can do when dealing with an employee performance problem?
   a. Ask the person's co-workers for input as to what they think the problem might be.
   b. Document the problem and outline the steps you expect the employee to take.
   c. Put the employee on probation until the performance improves.
9. Your company doesn't have formal performance reviews in place. However, you want to conduct annual performance reviews with your team. What should you focus on?
   a. Your expectations and guidelines for improved performance.
   b. Job performance backed up with specific details and facts.
   c. The employee's career plans for future performance.
   Your personal feelings about the employee's performance.