

Assessment

Writing a Human Resources Manual ***First Edition***

The objectives of this book are:

- To make the differences clear between a Policy Manual and a Human Resources Manual
- To discuss how to write a Human Resources Manual
- To point out pitfalls to avoid in writing a Human Resources Manual



Assessment Questions for Writing a Human Resources Manual, First Edition

Select the best response.

1. A synopsis of company policies is contained in a:
 - A. Policy Manual
 - B. Human Resources Manual

2. A Human Resources Manual is needed to:
 - A. Clarify policy parameters
 - B. Solve disagreements about policy
 - C. Explain reimbursement procedures for specific policies
 - D. Present your company's organizational climate

3. Your Human Resources Manual should:
 - A. Be informal in style
 - B. Be formal in style
 - C. Include topics least understood by employees
 - D. A and C
 - E. B and C

4. All information in a Human Resources Manual should be explained in detail in a Policy Manual.
 - A. True
 - B. False

Use the following information related to promotions within the Upshot Company to answer questions 5 and 6.

- a. A promoted employee has no rights to the previous position.
- b. Check the job postings bulletin board for promotion opportunities.
- c. The company may use external recruiting procedures.
- d. We would like to provide growth opportunities for employees.
- e. If the new position is unsatisfactory, the following may occur:

5. Statements to include in a Human Resources Manual are:

- A. a, b, c, d, and e
- B. b and d
- C. a, c, and e
- D. b, c, d, and e

6. Statements to include in a Policy Manual are:

- A. a, b, c, d, and e
- B. b and d
- C. a, c, and e
- D. b, c, d, and e

Select the best response.

7. A Human Resources Manual should:

- A. Contain basic legal terminology
- B. Be light and user-friendly
- C. List all important provisions of policies
- D. Use a formal style
- E. C and D

8. Select the better sentence for a Human Resources Manual:

- A. Extended conversations at the water cooler are forbidden as they rob the company of work time for which you are paid.
- B. Short breaks are encouraged. Extended ones can interfere with your day's productivity.

9. Which of the following could present a liability for a company?
- A. You are required to wear safety shoes at all times in the warehouse to prevent injury from unexpected falling objects.
 - B. We urge you take all precautions in the warehouse, such as using care with forklifts and wearing proper clothing.
10. Writing style in a Human Resources Manual should:
- A. Be concise and simple
 - B. Formal rather than conversational
 - C. Show respect for the employee
 - D. Emphasize respect for the employer
 - E. A and C
11. In a Human Resources Manual, employees should be warned of all possible punishments for failure to follow company policies.
- A. True
 - B. False
12. Good formats for Human Resources Manuals:
- A. Use plenty of white space
 - B. Are densely written so that they are short
 - C. Contain illustrations
 - D. All of the above
 - E. A and C
13. To simplify the content of a Policy Manual, you should change its meaning if necessary.
- A. True
 - B. False
14. A preferred order for information in a Human Resources Manual is:
- A. Positive words, serious words, upbeat ending
 - B. Most important words, upbeat words
 - C. Praises, warnings, praises

15. What is the major fault with the following policy statement?

Employees warned about failure to follow company policies must show improvement within sixty days.

- A. It is punitive in tone
- B. The time period is too short
- C. Sixty days employment seems to be promised
- D. It is not clear how improvement will be measured

16. A focus group to test the success of your Human Resources Manual should be composed of:

- A. Heads of departments
- B. The newest employees
- C. A cross-section of people
- D. Experienced workers

17. A Human Resources Manual should be reviewed and updated:

- A. At regular intervals
- B. Annually
- C. Every six months
- D. Every two years

18. Essential documents to include in a Human Resources Manual are:

- A. A Receipt of Manual form
- B. A company history
- C. Selected company policies
- D. All of the above
- E. A and C

Use this list of policies to answer questions 19-21.

- | | | |
|----------------------------|------------------------|---------------------|
| a. relocation of employees | b. leaves and absences | c. awards |
| d. overtime payment | e. dress/appearance | f. service awards |
| g. organizational charts | h. promotion | i. jury duty |
| j. safety | k. food service | l. change of status |

19. *Mandatory* policies to include in a Human Resources Manual are:

- A. a, c, d, l
- B. a, e, l, h
- C. c, f, g, k
- D. b, d, i, j

20. *Important* policies to include in a Human Resources Manual are:

- A. a, e, h, l
- B. g, h, a, e
- C. b, d, i, j
- D. c, f, g, k

21. *Nice-to-have* policies to include in a Human Resources Manual are:

- A. d, h, j, l
- B. a, e, h, l
- C. c, f, g, k
- D. d, j, k, l

22. Directives related to personnel records in a Policy Manual that should be summarized in a Human Resources Manual are that:

- A. Work history will be kept
- B. You will receive a copy
- C. Unsatisfactory reviews will be included
- D. All of the above
- E. A and B

23. A Human Resources Manual should include everything that is in a Policy Manual only in shortened form.

- A. True
- B. False

24. Your company's unwritten practices:

- A. Can be challenged in a court of law
- B. Cannot be challenged in a court of law

25. A Human Resources Manual differs from a Policy Manual primarily in that:

- A. It is shorter and more easily readable
- B. Its tone is informal
- C. It answers questions about practical as well as official policies
- D. All of the above
- E. A and C

Answer Key for

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Recommended response

1. B	6. C	11. B	16. C	21. C
2. D	7. B	12. E	17. B	22. E
3. A	8. B	13. B	18. E	23. B
4. B	9. B	14. A	19. D	24. A
5. B	10. E	15. C	20. A	25. D