

HRCI SENIOR PROFESSIONAL IN HUMAN RESOURCES (SPHR) PRACTICE EXAM (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE**

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. A cost-of-living pay adjustment is an example of which compensation strategy?**
 - A. Quartile
 - B. Entitlement
 - C. Performance
 - D. Equity
- 2. When assessing employees' responses to change, which condition requires them to adapt to comprehensive shifts within the company?**
 - A. Resistance to change
 - B. Change acceptance
 - C. Change fatigue
 - D. Change resilience
- 3. The customer service representatives at your business are experiencing high degrees of burnout due to disgruntled customers. What is the most likely source of their burnout?**
 - A. Low emotional intelligence
 - B. High degree of emotional labor
 - C. Negative collective affect
 - D. Low pay
- 4. What issue can arise from discourteous behavior in the workplace?**
 - A. Unlawful harassment
 - B. Violation of a company's code of conduct
 - C. Workplace violence
 - D. All of the above
- 5. What type of compensation strategy involves paying all employees within the 50th percentile of the labor market?**
 - A. Quartile
 - B. Entitlement
 - C. Performance
 - D. Equity

- 6. What type of plan is essential for addressing steps in the event of workplace violence?**
- A. Disaster recovery plan
 - B. Incident response plan
 - C. Business continuity plan
 - D. All of the above
- 7. What type of diversity pertains to observable traits such as sex, race, and age?**
- A. Deep-level
 - B. Surface-level
 - C. Trait-based
 - D. Biological
- 8. Which office safety concern arises from inadequate lighting and glare at workstations?**
- A. Electrical hazards
 - B. Slips and falls
 - C. Eye strain
 - D. Noise pollution
- 9. What type of program may include multicultural work teams and training systems?**
- A. Diversity program
 - B. Climate program
 - C. Anti-harassment program
 - D. Equal Employment Opportunity program
- 10. Which type of risk is associated with embezzlement?**
- A. Legal
 - B. Safety and health
 - C. Security
 - D. Workplace privacy

Answers

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1. B
2. B
3. B
4. D
5. A
6. B
7. B
8. C
9. A
10. C

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Explanations

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1. A cost-of-living pay adjustment is an example of which compensation strategy?

- A. Quartile
- B. Entitlement**
- C. Performance
- D. Equity

A cost-of-living pay adjustment is categorized under the entitlement compensation strategy because it is typically based on external economic factors, such as inflation, rather than individual performance or contribution to the organization. This type of adjustment is meant to provide employees with a salary that maintains their purchasing power in the face of rising living costs. In an entitlement strategy, pay increases are often viewed as a standard guarantee for employees, aligning with the expectation that all employees in specific roles receive adjustments regardless of their individual performance levels. This approach contrasts with performance-based strategies, which link compensation directly to individual contributions, accomplishments, or metrics of success. While equity considerations do play a role in compensation practices, particularly in ensuring fair pay across similar positions, the cost-of-living pay adjustment is not based on perceived value or performance but rather on the necessity to adjust wages in response to broader economic conditions.

2. When assessing employees' responses to change, which condition requires them to adapt to comprehensive shifts within the company?

- A. Resistance to change
- B. Change acceptance**
- C. Change fatigue
- D. Change resilience

The correct choice highlights the state in which employees are willing to embrace and adapt to significant organizational changes. Change acceptance is crucial when a company undergoes comprehensive shifts, as it indicates that employees have moved past initial resistance and are ready to engage with new processes, structures, or cultures introduced by the change initiative. When employees demonstrate change acceptance, they are more likely to understand and align with the organization's vision during the transformation process. This mindset not only facilitates smoother implementation of changes but also fosters a more collaborative environment where employees feel empowered to contribute positively to the new direction. The other options, while relevant to the change process, do not capture this proactive and accepting stance toward substantial shifts within the organization. Resistance to change involves pushback against changes, which can impede progress. Change fatigue reflects a state of being overwhelmed by continuous or frequent changes, which can lead to disengagement. Change resilience refers to an individual's ability to bounce back from setbacks during change, but it does not necessarily imply acceptance or willingness to adapt to the changes themselves. In summary, change acceptance is the ideal condition that supports the adaptation needed during comprehensive shifts in a company.

3. The customer service representatives at your business are experiencing high degrees of burnout due to disgruntled customers. What is the most likely source of their burnout?

- A. Low emotional intelligence
- B. High degree of emotional labor**
- C. Negative collective affect
- D. Low pay

The most likely source of burnout among customer service representatives is a high degree of emotional labor. This concept refers to the process of managing feelings and expressions to fulfill the emotional requirements of a job. In customer service roles, representatives often have to consistently present a positive demeanor, even when dealing with frustrated and disgruntled customers. This effort to regulate emotions can be mentally taxing and lead to emotional exhaustion, which is a key component of burnout. Emotional labor involves not just maintaining a pleasant demeanor but also suppressing genuine feelings of frustration or stress in response to difficult customer interactions. Over time, this can result in a significant emotional toll, as employees continuously expend energy to meet the emotional expectations of their role, contributing heavily to burnout. While low emotional intelligence might impact a representative's ability to handle stress or customer emotions effectively, it does not directly cause burnout in the same way that the ongoing demands of emotional labor do. Similarly, negative collective affect could describe the overall mood of a team but does not specifically address the personal toll on each representative. Low pay is a contributing factor to job dissatisfaction but is less directly tied to the specific emotional strains faced in customer service roles requiring constant emotional labor interactions.

4. What issue can arise from discourteous behavior in the workplace?

- A. Unlawful harassment
- B. Violation of a company's code of conduct
- C. Workplace violence
- D. All of the above**

Discourteous behavior in the workplace can lead to a range of serious issues, including unlawful harassment, violations of a company's code of conduct, and workplace violence. When employees engage in discourteous behavior, it can create a hostile environment, which may escalate to unlawful harassment if the behavior is discriminatory or pervasive. This can result in legal consequences for both the individual and the organization. Additionally, many companies have established codes of conduct that outline expectations for employee behavior. Discourteous behavior can violate these standards, potentially leading to disciplinary action against those involved. Lastly, a pattern of discourteous interactions can contribute to heightened tensions among employees, sometimes culminating in workplace violence. This reflects a breakdown in workplace civility and respect, elevating the risk of aggressive or violent behavior. Given that all these issues—unlawful harassment, violation of a code of conduct, and workplace violence—can stem from discourteous behavior, it is important to address such behavior promptly to maintain a safe and respectful work environment.

5. What type of compensation strategy involves paying all employees within the 50th percentile of the labor market?

- A. Quartile**
- B. Entitlement
- C. Performance
- D. Equity

The type of compensation strategy that involves paying all employees within the 50th percentile of the labor market is known as a quartile strategy. This approach means that the organization aims to align its pay levels with the median market rates for similar positions, ensuring that their compensation is competitive but not leading the market. By utilizing the 50th percentile, the organization can maintain a balance between attracting talent and managing labor costs effectively. This strategy often helps in standardizing pay across the organization, which can promote fairness and equity among employees. It positions the company in such a way that it can attract a sufficient talent pool while avoiding overextending its compensation budget, allowing the organization to remain competitive without necessarily being the highest payer in the market. In contrast, entitlement strategies provide predetermined pay increases based solely on tenure, performance strategies link pay to individual performance outcomes, and equity strategies focus on ensuring fairness in compensation relative to both internal roles and external market rates. In a quartile strategy, the emphasis is primarily on maintaining a competitive base salary compared to the market median.

6. What type of plan is essential for addressing steps in the event of workplace violence?

- A. Disaster recovery plan
- B. Incident response plan**
- C. Business continuity plan
- D. All of the above

An incident response plan is essential for addressing steps in the event of workplace violence because it specifically outlines the procedures to follow when an unexpected event or emergency occurs. The primary focus of an incident response plan is to manage immediate actions to mitigate the impact of the incident, ensure the safety of employees, and provide a structured approach to respond and recover effectively. This type of plan includes protocols for various scenarios, including communication strategies, roles and responsibilities of team members during an incident, evacuation procedures, and the methods for reporting violence. By having a clear incident response plan in place, organizations can ensure that employees are prepared to respond appropriately, which can minimize chaos and panic during situations involving workplace violence. While disaster recovery plans and business continuity plans are also important components of organizational resilience, they tackle broader issues. A disaster recovery plan typically focuses on restoring operations and IT systems after crises, while a business continuity plan encompasses the strategies needed to continue business operations during and after a disruptive event. However, neither of these plans is tailored specifically for the immediate response to incidents of workplace violence.

7. What type of diversity pertains to observable traits such as sex, race, and age?

- A. Deep-level
- B. Surface-level**
- C. Trait-based
- D. Biological

Surface-level diversity refers to the observable characteristics of individuals that are immediately noticeable, such as sex, race, age, and physical attributes. These traits can be easily seen and are often the basis for initial impressions or assumptions about individuals in a group or organization. This type of diversity is crucial in discussions about inclusion and equity, as it affects how individuals might experience interactions and opportunities in the workplace. Deep-level diversity, on the other hand, encompasses differences that are less visible and more related to psychological attributes, such as values, beliefs, and experiences. Trait-based diversity focuses on specific characteristics or traits within individuals, while biological diversity is a broader term that often relates to variations in biological characteristics across species or populations. By understanding surface-level diversity, HR professionals can better foster a diverse and inclusive workplace, ensuring that policies and practices reflect the unique characteristics and needs of all employees.

8. Which office safety concern arises from inadequate lighting and glare at workstations?

- A. Electrical hazards
- B. Slips and falls
- C. Eye strain**
- D. Noise pollution

Inadequate lighting and glare at workstations can lead to significant levels of eye strain for employees. When a workspace is poorly lit or has excessive glare, it forces the eyes to work harder to see clearly, resulting in fatigue, discomfort, and even long-term vision problems. Eye strain can manifest through symptoms like headaches, blurred vision, and difficulty focusing. Proper lighting is essential for maintaining a comfortable and safe work environment, as it not only helps prevent accidents but also promotes productivity and overall employee well-being. Addressing lighting issues — such as using appropriate artificial lighting, ensuring natural light can be adequately utilized, and positioning screens to minimize glare — is crucial for the health of employees and the efficiency of their work. While the other options represent valid safety concerns, they are not directly related to the effects of poor lighting. For example, electrical hazards pertain to faulty wiring or equipment, slips and falls are often caused by uneven surfaces or spills, and noise pollution addresses excessive sound that can disrupt the work environment.

9. What type of program may include multicultural work teams and training systems?

- A. Diversity program**
- B. Climate program
- C. Anti-harassment program
- D. Equal Employment Opportunity program

A diversity program aims to foster an inclusive workplace where employees from various backgrounds can collaborate effectively. By incorporating multicultural work teams, such programs promote understanding and respect among diverse employees, recognizing the value that different perspectives bring to problem-solving and innovation. Training systems within a diversity program often focus on cultural competence, bias awareness, and effective communication across differences, enhancing team dynamics and performance. This approach not only helps organizations comply with legal and ethical standards related to diversity and inclusion but also leverages diversity as a strategic asset, leading to a more engaged and productive workforce. The goal is to create a supportive environment that celebrates differences while promoting teamwork and collaboration among all employees.

10. Which type of risk is associated with embezzlement?

- A. Legal
- B. Safety and health
- C. Security**
- D. Workplace privacy

Embezzlement is typically categorized as a security risk. This type of risk encompasses threats to an organization's financial resources, particularly those that arise from the misuse or theft of funds by individuals within the organization. In cases of embezzlement, a trusted employee or manager misappropriates money for personal gain, which directly impacts the organization's financial integrity and security. Understanding security risks is crucial for organizations to implement effective controls and safeguards, such as auditing practices and internal controls, to minimize the potential for such fraudulent activities. It focuses on protecting assets and ensuring that trust in financial management processes is maintained.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://hrcisphr.examzify.com>

We wish you the very best on your exam journey. You've got this!

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