

SENIOR PROFESSIONAL IN HUMAN RESOURCES (SPHR) CERTIFICATION PRACTICE EXAM (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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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. What is the term for a process where a neutral third party resolves disputes arising from interpretations of a collective bargaining agreement?**
 - A. Collective bargaining
 - B. Labor negotiations
 - C. Labor strike
 - D. Grievance arbitration

- 2. Which mandatory notice must an employee receive upon discharge regarding health benefits?**
 - A. Severance agreement
 - B. Employee Change in Status form
 - C. COBRA notification
 - D. Exit interview

- 3. What is a critical component of an incident response plan for workplace violence?**
 - A. Manager and employee responsibilities
 - B. Evacuation and head count procedures
 - C. All of the above
 - D. Coordination of media response

- 4. Which HR practice is critical to avoid claims of an implied contract?**
 - A. Proper wording of job offers
 - B. Regular performance reviews
 - C. Maintaining employment at will statements
 - D. Training for supervisors on job security statements

- 5. What is the typical goal of grievance arbitration?**
 - A. To mediate between management and employees
 - B. To enforce workplace policies
 - C. To resolve disputes based on contract interpretation
 - D. To negotiate new contracts

- 6. What type of leader uses rewards and discipline to accomplish organizational objectives?**
- A. Transformational leader
 - B. Servant leader
 - C. Situational leader
 - D. Transactional leader
- 7. What kind of discipline approach aims to create a constructive partnership between the manager and employee?**
- A. Counseling
 - B. Progressive
 - C. Positive
 - D. Mentoring
- 8. Which of the following methods of communication with employees is NOT typically classified as an internal method?**
- A. Intranet postings
 - B. Newsletters
 - C. Social media
 - D. Instant messaging
- 9. What does a return-to-work program aim to facilitate?**
- A. Reintegration of employees with full duties
 - B. A quicker resolution of workplace disputes
 - C. The return of injured employees in a modified capacity
 - D. Permanent disability claims
- 10. Wendy, an HR director, extending the open enrollment period for personal reasons exemplifies what type of conduct?**
- A. Breach of company trust
 - B. Exercising a choice-of-law clause
 - C. Breaking the law
 - D. Unethical conduct

Answers

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

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Explanations

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1. What is the term for a process where a neutral third party resolves disputes arising from interpretations of a collective bargaining agreement?

- A. Collective bargaining
- B. Labor negotiations
- C. Labor strike
- D. Grievance arbitration**

The term that refers to a process where a neutral third party resolves disputes stemming from interpretations of a collective bargaining agreement is grievance arbitration. This process involves an impartial arbitrator who listens to the arguments presented by both the management and the union representatives, reviews the details of the grievance, and then makes a binding decision to resolve the dispute. Grievance arbitration serves as a mechanism to ensure that disputes are settled fairly outside of the workplace, providing a structured way to enforce and interpret the terms of the collective bargaining agreement. This is essential in maintaining labor relations and promoting cooperation between employees and management. In contrast, collective bargaining is the process of negotiating the terms of employment between the union and employer. Labor negotiations refer to the discussions and bargaining for an agreement. A labor strike involves workers refusing to work in order to compel an employer to meet certain demands. These processes are distinct from grievance arbitration, which specifically deals with resolving ongoing disputes after the agreement has been established.

2. Which mandatory notice must an employee receive upon discharge regarding health benefits?

- A. Severance agreement
- B. Employee Change in Status form
- C. COBRA notification**
- D. Exit interview

The correct choice pertains to the COBRA notification, which is a mandatory notice provided to employees upon their discharge regarding their health benefits. The Consolidated Omnibus Budget Reconciliation Act (COBRA) requires employers to inform employees of their rights to continue their health insurance coverage after leaving employment. This is crucial because it ensures that individuals are aware of their options to maintain health coverage, which can otherwise be abruptly lost when employment ends. The COBRA notification must be delivered within specific time frames and outlines how the employee can elect to continue their health benefits, the duration of such coverage, and any applicable costs. This transparency helps protect employees from potential gaps in health coverage during a transitional period. Other options like severance agreements, employee change in status forms, and exit interviews are not legally mandated to be provided upon discharge in relation to health benefits. While these may form part of an employer's procedures, none serve the specific legal requirement that COBRA notification fulfills in informing employees of their rights to continue health insurance coverage after leaving the company.

3. What is a critical component of an incident response plan for workplace violence?

- A. Manager and employee responsibilities
- B. Evacuation and head count procedures
- C. All of the above**
- D. Coordination of media response

A critical component of an incident response plan for workplace violence encompasses a comprehensive approach that includes all relevant elements necessary for effective management and mitigation of potential incidents. This plan should define manager and employee responsibilities to ensure clarity on who takes charge during an incident and what each person's role is in preventing and responding to situations of workplace violence. Additionally, it should include evacuation and head count procedures, which are vital for ensuring the safety of all employees and accounting for everyone during an emergency situation. Moreover, coordinating a media response is essential to manage communication with the public and the press effectively, which is crucial during and after such incidents to maintain organizational reputation and provide accurate information. Overall, because each of these components plays a vital role in creating a cohesive and thorough response plan, choosing all of the above highlights the importance of a multi-faceted approach to workplace violence preparedness and response.

4. Which HR practice is critical to avoid claims of an implied contract?

- A. Proper wording of job offers**
- B. Regular performance reviews
- C. Maintaining employment at will statements
- D. Training for supervisors on job security statements

The critical HR practice to avoid claims of an implied contract lies in the proper wording of job offers. When a job offer is made, the language used can significantly impact the perception of the employment relationship. If the wording suggests a long-term commitment or guarantees employment stability, it can unintentionally create an implied contract, which may lead employees to believe they cannot be terminated without cause. Using clear and precise language in job offers helps establish that employment is at will unless explicitly stated otherwise. This clarity reinforces the idea that either party can terminate the employment relationship at any time, for any reason, so long as it is not illegal. This practice is essential in protecting the organization from potential legal claims associated with implied contracts. While maintaining employment at will statements and training for supervisors on job security are also important, they primarily serve as supplementary measures rather than directly shaping the initial perception established during the hiring process. Regular performance reviews are valuable for employee development but do not play a direct role in the establishment of the employment contract at the outset.

5. What is the typical goal of grievance arbitration?

- A. To mediate between management and employees
- B. To enforce workplace policies
- C. To resolve disputes based on contract interpretation**
- D. To negotiate new contracts

The typical goal of grievance arbitration is to resolve disputes based on contract interpretation. In many labor agreements, arbitration serves as a means to settle disagreements that arise concerning the interpretation or application of specific terms in the contract between the employer and the employees, typically represented by a union. When a grievance arises, it often involves conflicting views on how certain provisions of the contract should be understood or implemented. Arbitration provides a formalized process where an impartial third party evaluates the arguments and evidence presented by both sides and makes a binding decision to resolve the issue. This is particularly important in maintaining workplace harmony and ensuring that the agreed-upon rights and obligations of both parties are upheld. The other options, while related to workplace relations, do not specifically target the nature and purpose of grievance arbitration. Mediating between management and employees is more aligned with general conflict resolution processes, while enforcing workplace policies typically falls under management's responsibilities. Negotiating new contracts is a separate process involving collective bargaining, distinct from the arbitration of existing grievances.

6. What type of leader uses rewards and discipline to accomplish organizational objectives?

- A. Transformational leader
- B. Servant leader
- C. Situational leader
- D. Transactional leader**

The focus of a transactional leader is on the exchange process between the leader and their followers, where rewards are used to motivate employees toward achieving specific organizational goals. This leadership style emphasizes structure, rewards, and penalties. A transactional leader clearly defines tasks and objectives, which helps in managing performance and ensuring that team members meet their assigned roles. In contrast, transformational leaders inspire and motivate employees by fostering a vision for the future and encouraging creativity, while servant leaders prioritize the needs of their team members over their own and focus on their growth and well-being. Situational leaders adapt their approaches based on the needs of their team and the specific situation at hand, rather than employing a consistent method of rewards and discipline. Therefore, the correct answer reflects the transactional leader's reliance on a structured approach, leveraging incentives to drive performance and productivity within the organization.

7. What kind of discipline approach aims to create a constructive partnership between the manager and employee?

- A. Counseling
- B. Progressive
- C. Positive**
- D. Mentoring

The positive discipline approach focuses on creating a constructive partnership between the manager and employee. This approach emphasizes open communication, collaboration, and mutual respect, encouraging employees to take responsibility for their actions while also providing the necessary support from management. By fostering a positive environment, this method aims to solve problems rather than simply punish misconduct, enhancing overall employee morale and productivity. In contrast, counseling and mentoring approaches typically focus more on guidance and support but may not explicitly address discipline in the same proactive, partnership-driven way that positive discipline does. Progressive discipline, while structured to address performance issues in a fair and consistent manner, can sometimes be perceived as punitive rather than partnership-oriented, making it less aligned with the goals of constructive collaboration.

8. Which of the following methods of communication with employees is NOT typically classified as an internal method?

- A. Intranet postings
- B. Newsletters
- C. Social media**
- D. Instant messaging

Social media is typically viewed as an external method of communication because it often involves public platforms where information is shared with wider audiences, including customers, clients, and the general public. While some organizations do use social media to communicate internally, its primary function and vast reach make it less confined to internal communications. In contrast, intranet postings, newsletters, and instant messaging are designed primarily for internal use within an organization. They facilitate direct communication among employees and help disseminate information specifically within the organization. Each of these internal methods aims to enhance collaboration, information sharing, and engage employees within the workplace, differentiating them from social media's broader scope.

9. What does a return-to-work program aim to facilitate?

- A. Reintegration of employees with full duties
- B. A quicker resolution of workplace disputes
- C. The return of injured employees in a modified capacity**
- D. Permanent disability claims

A return-to-work program is designed specifically to support employees who have been injured or have experienced health issues that prevent them from performing their full duties. The primary goal is to facilitate their safe and timely return to work, often in a modified capacity that accommodates their current limitations while they recover. This can involve adjusted work responsibilities or reduced hours, allowing employees to gradually transition back to their original roles without exacerbating their injuries. This approach not only helps the employee regain confidence and skills but also benefits the organization by reducing the costs associated with prolonged absences and maintaining productivity. Thus, the focus of a return-to-work program is on integrating injured employees back into the workplace in a way that respects their recovery process.

10. Wendy, an HR director, extending the open enrollment period for personal reasons exemplifies what type of conduct?

- A. Breach of company trust
- B. Exercising a choice-of-law clause
- C. Breaking the law

D. Unethical conduct

Wendy's decision to extend the open enrollment period for personal reasons is an example of unethical conduct because it prioritizes her personal interests over the fairness and integrity expected in HR practices. Open enrollment periods are established to ensure that all employees have a clear and equitable opportunity to enroll in or change their benefit plans. By unilaterally extending this period for personal reasons, Wendy may disrupt the intended structure of the enrollment process, potentially disadvantaging other employees who might have made decisions based on the originally established timeline. This action can undermine trust in the HR department and create a perception of favoritism or biased treatment among employees. Ethical conduct in HR involves transparency, consistency, and adherence to established policies that have been communicated to all employees. Extending the enrollment period without a valid, company-wide reason goes against these principles, illustrating an ethical lapse in judgment.

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://sphr.examzify.com>

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

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