

Western Governors University (WGU) HRM3550 D357 Diversity, Equity, and Inclusion Practice Exam (Sample)

Study Guide



Everything you need from our exam experts!

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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. Which term describes discrimination based on skin tone within a racial group?**
 - A. Co-ethnic**
 - B. Colorism**
 - C. Aversive racism**
 - D. Benevolent sexism**

- 2. Which term describes the tone set by the organization regarding the value of diversity and fair HR policies?**
 - A. Diversity climate**
 - B. Diversity**
 - C. Employment discrimination**
 - D. Descriptive stereotyping**

- 3. What is a primary function of Employee Resource Groups (ERGs) in DEI governance?**
 - A. Provide employee voices and channel feedback to leadership.**
 - B. Set company financial targets.**
 - C. Directly manage payroll.**
 - D. Replace HR policies.**

- 4. What term refers to an invisible barrier that prevents women in religious leadership from reaching higher-status roles?**
 - A. Stained glass ceiling**
 - B. Glass ceiling**
 - C. Tonal barrier**
 - D. Clerical barrier**

- 5. Provide a hypothetical DEI assessment plan for turnover among women of color in mid-level management. Which initial interventions are recommended?**
- A. Conduct annual surveys only**
 - B. Sponsorship program, leadership development for women of color, mentorship, unbiased promotion criteria, inclusive leadership training, review of promotions, ERG involvement; monitor metrics; adjust**
 - C. Increase wages for all employees equally**
 - D. Reduce DEI communications to avoid backlash**
- 6. Which change management approach best supports implementing DEI initiatives?**
- A. Pilot a program with no stakeholder input**
 - B. Rely on a single communication approach**
 - C. Engage leadership sponsorship and skip feedback loops**
 - D. Stakeholder analysis and tailored communication planning with sponsorship and feedback loops**
- 7. Which term describes a shared national origin or shared cultural heritage?**
- A. Nationality**
 - B. Ethnicity**
 - C. Culture**
 - D. Heritage**
- 8. What term means a shared national origin or shared cultural heritage?**
- A. Heritage**
 - B. Culture**
 - C. Ethnicity**
 - D. Nationality**
- 9. What term describes social disapproval of individuals based on body size or weight?**
- A. Bodyweight discrimination**
 - B. Weight bias**
 - C. Weight stigma**
 - D. Appearance prejudice**

10. Which statement best describes the difference between mentoring and sponsorship in advancing underrepresented employees?

- A. Mentoring provides guidance and development.**
- B. Sponsorship actively advocates for a mentee's advancement and visibility.**
- C. Mentorship guarantees promotions.**
- D. Sponsorship has no impact on opportunities.**

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Answers

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

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Explanations

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1. Which term describes discrimination based on skin tone within a racial group?

A. Co-ethnic

B. Colorism

C. Aversive racism

D. Benevolent sexism

Colorism describes discrimination based on skin tone within a racial group. It captures how lighter skin is often favored and darker skin faces bias in areas like appearance, dating, job prospects, and media representation, even though both groups share the same race. This intra-group bias has roots in historical hierarchies and persistent beauty standards that value lighter complexions. The other terms refer to different ideas: co-ethnic means belonging to the same ethnic group, aversive racism involves subconscious or subtle racial bias that clashes with egalitarian values, and benevolent sexism refers to protective but still discriminatory attitudes toward women, not color-based discrimination within a racial group.

2. Which term describes the tone set by the organization regarding the value of diversity and fair HR policies?

A. Diversity climate

B. Diversity

C. Employment discrimination

D. Descriptive stereotyping

Diversity climate is the atmosphere or mood the organization creates around valuing diversity and applying fair HR policies. It reflects employees' perceptions of how seriously leaders take diversity, how consistently policies are enforced, and whether the workplace feels inclusive. That perceptual tone encompasses not just what policies exist, but how they are lived out day to day, which is why it best captures the organizational stance on these issues. Think of it this way: the term describes the overall feel of the organization toward diversity and fairness in practice. The other options don't fit as well because diversity refers to the presence of differences in the workforce rather than how the organization communicates and enforces values around them; employment discrimination is about unfair treatment itself; descriptive stereotyping is a cognitive bias, not the organizational tone or policies.

3. What is a primary function of Employee Resource Groups (ERGs) in DEI governance?

- A. Provide employee voices and channel feedback to leadership.**
- B. Set company financial targets.**
- C. Directly manage payroll.**
- D. Replace HR policies.**

ERGs in DEI governance primarily function as a channel for employee voices, bringing diverse experiences and feedback directly to leadership. They gather insights on inclusion barriers, culture, and opportunities, and translate that input into actionable guidance that informs policies and programs. This creates a vital link between staff and governance, helping decisions reflect the realities of the workforce. Tasks like setting financial targets, managing payroll, or replacing HR policies aren't within an ERG's role, and those belong to finance or HR policy development. By elevating frontline perspectives, ERGs support more responsive and effective DEI initiatives.

4. What term refers to an invisible barrier that prevents women in religious leadership from reaching higher-status roles?

- A. Stained glass ceiling**
- B. Glass ceiling**
- C. Tonal barrier**
- D. Clerical barrier**

Stained glass ceiling is the term because it conveys a barrier to advancement that is specific to religious settings, using the imagery of stained glass found in churches to symbolize how sacred traditions and gender norms can limit women from reaching higher leadership roles. While the general glass ceiling describes gender-based obstacles across many fields, this context-specific phrase highlights the unique religious context in which ordination, leadership, and authority have historically been restricted. The other options don't capture that religious framing; they describe the broad idea or are not established terms for this context.

5. Provide a hypothetical DEI assessment plan for turnover among women of color in mid-level management. Which initial interventions are recommended?

A. Conduct annual surveys only

B. Sponsorship program, leadership development for women of color, mentorship, unbiased promotion criteria, inclusive leadership training, review of promotions, ERG involvement; monitor metrics; adjust

C. Increase wages for all employees equally

D. Reduce DEI communications to avoid backlash

Designing an initial DEI intervention plan to reduce turnover among women of color in mid-level management requires combining targeted development, fair promotion practices, and accountability. Targeted leadership development for women of color builds the skills, confidence, and networks needed to advance into higher roles, while a sponsorship program ensures visibility and access to stretch opportunities that often lead to promotions. Pairing that with mentorship provides ongoing guidance and advocacy, helping individuals navigate career paths within the organization. Unbiased promotion criteria are essential to remove or reduce hidden biases in decision-making, so advancement decisions reflect performance and potential rather than stereotypes. Inclusive leadership training equips managers at all levels to create welcoming, equitable teams, recognize bias, and model inclusive behavior, which improves retention and engagement. Regular review of promotions introduces accountability, allowing the organization to detect and correct disparities in who advances. Involving employee resource groups and similar networks gives women of color a sense of belonging, channels for feedback, and practical support for career progression. Monitoring metrics and adjusting the plan based on data closes the loop, ensuring interventions address real barriers and produce tangible improvements in representation, retention, and advancement. Together, these elements form a proactive, integrated approach to changing both the environment and the processes that influence turnover. In contrast, simply conducting annual surveys measures attitudes without driving changes, broad wage increases address compensation without targeting advancement barriers, and reducing DEI communications undermines trust and undermines efforts to foster an inclusive culture.

- 6. Which change management approach best supports implementing DEI initiatives?**
- A. Pilot a program with no stakeholder input**
 - B. Rely on a single communication approach**
 - C. Engage leadership sponsorship and skip feedback loops**
 - D. Stakeholder analysis and tailored communication planning with sponsorship and feedback loops**

Implementing DEI initiatives succeeds when the plan actively identifies who is affected, crafts messages that resonate with different groups, secures visible sponsorship from leaders, and builds feedback loops to measure impact and guide adjustments. Knowing who to involve—employees, managers, ER/HR partners, executive sponsors, ERGs—helps you understand concerns, motivations, and information needs. Tailored communication planning ensures messages reach each group through appropriate channels and in ways that address barriers and incentives. Leadership sponsorship provides legitimacy, needed resources, and accountability, signaling that DEI is a priority. Feedback loops—surveys, forums, dashboards—allow you to gather input, catch unintended consequences, and refine initiatives in real time. This combination supports adoption, reduces resistance, and sustains DEI efforts by respecting the organization’s diversity, inviting ongoing participation, and adapting to what works in practice. Piloting without stakeholder input can miss critical insights and create resistance once people feel excluded. Relying on a single communication approach ignores differences in culture, language, and roles. Sponsorship without feedback loops may push initiatives that don’t fit the real environment or fail to address concerns.

- 7. Which term describes a shared national origin or shared cultural heritage?**
- A. Nationality**
 - B. Ethnicity**
 - C. Culture**
 - D. Heritage**

Ethnicity describes a group that shares a common national origin or cultural heritage, including origins, language, customs, and traditions passed down through generations. This focus on lineage and inherited cultural traits makes it the best fit for describing a shared national origin or cultural heritage. Nationalität (nationality) refers to legal citizenship and allegiance to a country, which is not about shared origins or culture. Kultur (culture) is the broad set of beliefs, practices, and norms a group holds, and while it can reflect ethnicity, it isn’t defined by origin alone. Heritage is what a group inherits from the past—traditions, artifacts, and legacies—yet it can be shared across different origins and doesn’t specify a common origin itself.

8. What term means a shared national origin or shared cultural heritage?

- A. Heritage**
- B. Culture**
- C. Ethnicity**
- D. Nationality**

A group's identity is defined by common origins and the cultural traits they share. Ethnicity captures that sense of a shared national origin and cultural heritage—the lineage, language, traditions, and practices that link people together. Heritage refers to what is inherited from the past, often as artifacts or values, rather than living group identity. Culture is the broader set of shared beliefs and behaviors of a group, which can exist beyond a single ancestral background. Nationality is about legal membership in a country, not about origin or cultural ties. So the term that best conveys a shared national origin or shared cultural heritage is ethnicity.

9. What term describes social disapproval of individuals based on body size or weight?

- A. Bodyweight discrimination**
- B. Weight bias**
- C. Weight stigma**
- D. Appearance prejudice**

Weight stigma describes the social devaluation and disapproval that people encounter because of their body size or weight. It captures not just negative beliefs but how society treats individuals—stereotypes, social exclusion, and ridicule—based on weight, which is exactly what social disapproval implies. While weight bias refers to attitudes or prejudgments and bodyweight discrimination emphasizes unfair treatment or policy harms, neither fully names the social process of devaluing someone because of weight as stigma does. Appearance prejudice is too broad, since it could refer to many aspects of appearance, not specifically weight.

10. Which statement best describes the difference between mentoring and sponsorship in advancing underrepresented employees?

A. Mentoring provides guidance and development.

B. Sponsorship actively advocates for a mentee's advancement and visibility.

C. Mentorship guarantees promotions.

D. Sponsorship has no impact on opportunities.

Mentoring focuses on guidance, coaching, and skill development to help someone grow and navigate their career. Sponsorship, on the other hand, is about advocates who actively push for the mentee's advancement, using their own influence to create opportunities and increase the mentee's visibility with decision-makers. This distinction matters for underrepresented employees because sponsorship directly translates into access to high-visibility projects, promotions, and career-changing assignments—things mentorship alone doesn't automatically secure. So the statement that best describes the difference is that sponsorship actively advocates for a mentee's advancement and visibility. Mentoring supports development, but it doesn't guarantee opportunities or promotions, and sponsorship is specifically about mobilizing those opportunities on the mentee's behalf.

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://wgu-hrm3550d357.examzify.com>

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

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