

WESTERN GOVERNORS UNIVERSITY (WGU) HRM3550 D357 DIVERSITY, EQUITY, AND INCLUSION 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. Which term describes attitudes toward women that are paternalistic and chivalrous but still reinforce gender inequality?**
 - A. Aversive racism
 - B. Brain drain
 - C. Co-ethnic
 - D. Benevolent sexism

- 2. Minority business owners serving communities abandoned by white business owners.**
 - A. Intersectionality
 - B. Middlemen
 - C. Inclusion
 - D. Internalized Ableism

- 3. Belonging in the workplace is best described as which?**
 - A. An emotional sense of being valued and accepted.
 - B. A system of rules and policies.
 - C. A metric of attendance.
 - D. Only about diversity representation.

- 4. Which term describes harassment that is based on race and is hostile or intimidating?**
 - A. Racial or ethnic harassment
 - B. Religion
 - C. Racial profiling
 - D. Racial microaggressions

- 5. Which term describes a process that privileges lighter skin over darker skin in various domains?**
 - A. Attribution errors
 - B. Colorism
 - C. Cisgender
 - D. Atehist

- 6. What term refers to the collectivities people use to categorize themselves and others?**
- A. Inclusion
 - B. Miscegenation
 - C. Identity Groups
 - D. Inter-ethnic Employment Discrimination
- 7. What is a recommended approach to accommodating religious practices in the workplace?**
- A. Flexible scheduling, prayer breaks, and dietary accommodations consistent with business needs
 - B. Provide a one-size-fits-all schedule for all employees regardless of religion
 - C. Prohibit prayer breaks to maintain productivity
 - D. Require religious observance during work hours
- 8. Which practice fosters psychological safety within teams?**
- A. Punish mistakes publicly to deter errors.
 - B. Avoid discussing mistakes to maintain status quo.
 - C. Encourage open dialogue, acknowledge contributions, and model humility.
 - D. Address only successful outcomes and avoid feedback.
- 9. When sexual demands are used as a basis for employment decisions by managers or supervisors, this is called what?**
- A. Hostile environment harassment
 - B. Quid pro quo harassment
 - C. Workplace harassment
 - D. Sexual coercion
- 10. A person self-identifying with ancestry from two or more races is described as which term?**
- A. Biracial
 - B. Multiracial
 - C. Multi-racial
 - D. Polyracial

Answers

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

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Explanations

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1. Which term describes attitudes toward women that are paternalistic and chivalrous but still reinforce gender inequality?

- A. Aversive racism
- B. Brain drain
- C. Co-ethnic
- D. Benevolent sexism**

This question tests benevolent sexism, which describes attitudes toward women that are paternalistic and chivalrous yet maintain gender inequality. It presents as praise or protection—women need to be kept safe, treated as delicate or morally pure—but this softness reinforces traditional roles and justifies keeping women from power or challenging careers. In other words, it feels positive, yet it subtly limits women and sustains a hierarchy where men hold authority. In contrast, the other terms don't describe gendered attitudes: aversive racism is about racial prejudice, brain drain refers to skilled workers leaving a country, and co-ethnic relates to sharing the same ethnicity.

2. Minority business owners serving communities abandoned by white business owners.

- A. Intersectionality
- B. Middlemen**
- C. Inclusion
- D. Internalized Ableism

The idea here is about minority business owners acting as middlemen—intermediaries who step in to connect communities with goods and services after white-owned businesses have left or failed to serve those communities. This role focuses on bridging gaps in the market: identifying what's needed, sourcing or delivering it, and making it accessible to residents who were underserved. By filling that gap, these entrepreneurs help maintain and grow local economies, build trust, and create pathways for economic inclusion. Why this fits best: the scenario describes a specific function in the marketplace—the intermediary position that links demand in a community with supply, especially where larger, mainstream businesses have withdrawn. This is exactly what the term middlemen conveys in a DEI/economic context. Why the other ideas aren't the best fit: intersectionality describes how overlapping identities shape experiences of oppression, not a particular business role. Inclusion is about practices that ensure diverse people are able to participate, but it's more about outcomes than the specific intermediary function. Internalized ableism relates to internalized stigma about disability, which isn't relevant to the described scenario.

3. Belonging in the workplace is best described as which?

A. An emotional sense of being valued and accepted.

B. A system of rules and policies.

C. A metric of attendance.

D. Only about diversity representation.

Belonging in the workplace is about the emotional sense of being valued, accepted, and able to bring your authentic self to work. When employees feel they belong, they trust that they're part of the team, can share ideas without fear, and are recognized for who they are and what they contribute. This feeling drives engagement, collaboration, and longevity, because people connect with the people and culture around them, not just with policies or numbers. Seeing belonging as a feeling distinguishes it from other concepts. A system of rules and policies governs behavior but doesn't by itself create emotional connection. A metric of attendance measures who is present, not whether they feel included or valued. And belonging isn't only about diversity representation; even with representation, the climate must support genuine inclusion and acceptance for people to truly feel they belong. So the best description is an emotional sense of being valued and accepted. Fostering belonging involves leadership, inclusive practices, and a psychologically safe environment that encourages authentic contribution.

4. Which term describes harassment that is based on race and is hostile or intimidating?

A. Racial or ethnic harassment

B. Religion

C. Racial profiling

D. Racial microaggressions

Racial or ethnic harassment is the term that describes hostile or intimidating conduct directed at someone because of their race or ethnicity. This label covers overt actions—slurs, threats, or aggressive behavior—that create a hostile environment for the targeted individual. In workplace and educational policies, harassment is unwelcome conduct based on protected characteristics that is severe or pervasive; when the conduct is explicitly about race and aims to intimidate or demean, this is the most precise description. The other terms describe different patterns. Religion refers to beliefs and is not itself a harassment label. Racial profiling describes actions by authorities that assume guilt or suspicion based on race, not a form of harassment toward a specific person. Racial microaggressions refer to subtle, often indirect comments or actions that reveal bias, which may contribute to a hostile feeling but are not the same as overt, hostile intimidation.

5. Which term describes a process that privileges lighter skin over darker skin in various domains?

A. Attribution errors

B. Colorism

C. Cisgender

D. Atheist

Colorism is the practice or belief that lighter skin is more desirable and affords more opportunities than darker skin, and this bias shows up in many areas such as beauty standards, hiring, housing, and media representation. It can occur within the same racial or ethnic group and often intersects with other forms of discrimination, giving lighter-skinned individuals advantages that darker-skinned individuals may not receive. The other terms refer to unrelated concepts: attribution errors are about misattributing causes of behavior, cisgender describes a gender identity aligned with one's birth sex, and atheist means someone who does not believe in deities. None describe a system that privileges lighter skin across domains.

6. What term refers to the collectivities people use to categorize themselves and others?

- A. Inclusion
- B. Miscegenation
- C. Identity Groups**
- D. Inter-ethnic Employment Discrimination

Identity groups are the social categories people use to place themselves and others. These collectivities include characteristics like race, ethnicity, gender, religion, nationality, and other markers that people identify with and that others recognize. In diversity and inclusion work, recognizing these groups helps explain patterns of belonging, representation, bias, and unequal treatment, and it guides efforts to create fair and inclusive environments. The other terms refer to processes or issues rather than the categorization system itself—inclusion is about belonging, miscegenation concerns interracial mixing, and inter-ethnic employment discrimination describes a discriminatory practice rather than a grouping concept.

7. What is a recommended approach to accommodating religious practices in the workplace?

- A. Flexible scheduling, prayer breaks, and dietary accommodations consistent with business needs**
- B. Provide a one-size-fits-all schedule for all employees regardless of religion
- C. Prohibit prayer breaks to maintain productivity
- D. Require religious observance during work hours

Accommodating religious practices in the workplace means making reasonable adjustments so employees can observe their faith without hindering the business. Flexible scheduling lets someone attend religious services or observe Holy days while still meeting job commitments. Providing breaks for prayer and considering dietary needs shows respect for beliefs and helps employees stay engaged. When these adjustments are reasonable and aligned with business needs, they support inclusion without disrupting operations. Other approaches miss the mark because they ignore individual religious needs or impose beliefs on workers: a uniform schedule can clash with different practices, prohibiting prayer breaks denies important observances, and demanding religious observance during work hours pressures employees to adopt beliefs they may not hold.

8. Which practice fosters psychological safety within teams?

- A. Punish mistakes publicly to deter errors.
- B. Avoid discussing mistakes to maintain status quo.
- C. Encourage open dialogue, acknowledge contributions, and model humility.**
- D. Address only successful outcomes and avoid feedback.

Psychological safety grows when team members feel free to speak up, share ideas, and admit mistakes without fear of embarrassment or punishment. The best practice to foster that environment is to encourage open dialogue, acknowledge contributions, and model humility. When leaders and teammates invite input openly, people are more willing to voice questions, concerns, and suggestions. Recognizing and valuing what each person adds builds trust and belonging, showing that contributions are respected. Modeling humility—being willing to admit what you don't know, sharing learning moments, and welcoming feedback—demonstrates that growth is valued over preserving face. This combination lowers the social cost of speaking up and creates a learning-oriented culture where mistakes become opportunities to improve rather than occasions for blame. In contrast, punishing mistakes publicly teaches people to hide errors, stifling candid discussion. Avoiding conversations about mistakes keeps problems hidden and inhibits learning. Focusing only on successful outcomes and avoiding feedback sends a message that input and critique aren't welcome, eroding trust and dampening collaboration.

9. When sexual demands are used as a basis for employment decisions by managers or supervisors, this is called what?

- A. Hostile environment harassment
- B. Quid pro quo harassment**
- C. Workplace harassment
- D. Sexual coercion

When a supervisor makes employment decisions depend on sexual favors, that is quid pro quo harassment. The defining idea is an exchange: something (a job promotion, raise, continued employment, favorable review) is granted or withheld based on whether the employee complies with sexual demands. This creates a direct power-driven condition tied to the job, which is the hallmark of quid pro quo harassment. This is different from a hostile environment, where the issue is ongoing, unwelcome sexual behavior that makes the workplace intimidating or offensive, regardless of any specific employment decision. While general workplace harassment is a broader term, it doesn't specify that job outcomes are tied to sexual behavior. Sexual coercion could describe coercive pressure, but the precise HR/legal label used when employment actions hinge on sexual favors is quid pro quo harassment.

10. A person self-identifying with ancestry from two or more races is described as which term?

- A. Biracial
- B. Multiracial
- C. Multi-racial**
- D. Polyracial

When someone has ancestry from more than one racial group, the term described is multi-racial. This label explicitly indicates two or more races, which fits the scenario of identifying with more than one racial background. Biracial usually refers to exactly two races, so it's narrower. Polyracial is uncommon and not commonly used in standard DEI contexts. The hyphenated form "multi-racial" (or the common one-word form "multiracial") is the usual way to express this broader, inclusive sense of multiple racial identities.

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:

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

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