

SHRM Scenario Questions

5 Step Decision Framework

Use this quick framework to approach SHRM-style scenario questions with more clarity, better judgment, and stronger answer selection.

1



IDENTIFY THE REAL ISSUE

Ask yourself: What is the core HR problem? Is this about performance, policy, ethics, communication, conflict, or business alignment?

2



CLARIFY THE HR GOAL

What outcome should the best answer support? Look for responses that solve the issue while protecting people, policy, and organizational effectiveness.

3



ELIMINATE WEAK OPTIONS

Remove choices that are reactive, extreme, overly punitive, or too narrow. SHRM answers usually avoid rushing to discipline or acting without enough context.

4



CHOOSE THE BEST-BALANCED RESPONSE

Prefer the answer that is ethical, fair, practical, and aligned with both employee needs and business goals. The strongest answer is usually balanced, not dramatic.

5



CHECK FOR LONG-TERM IMPACT

The best SHRM answer often addresses the root cause, supports stakeholder buy-in, and improves outcomes beyond the immediate problem.

QUICK REMINDERS

- ✓ Read the question carefully before looking at the options.
- ✓ Focus on the best answer, not just a reasonable answer.
- ✓ Look for policy, fairness, ethics, and business alignment.
- ✓ Several options may seem right, choose the one with the strongest HR judgment.