Free Questions for Change-Management-Foundation by dumpshq

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Question 1

Which of the following statements about the change severity assessment 'environment' impact are true?

The amount of other activity happening at the same time as the charge is a factor

The common values and behaviors in the organization is a factor.

Options:

A- Only1 is true

B- Only 2 is true

C- Both 1 and Z are true

D- Neither 1 or 2 is true

Answer:

C

Explanation:

The change severity assessment is a tool to evaluate the impact of a change on different dimensions, such as environment, organization, individuals, and project. The environment dimension considers the external and internal factors that affect the change, such as market conditions, competitors, regulations, culture, values, and behaviors. The amount of other activity happening at the same time as the change and the common values and behaviors in the organization are both factors that belong to the environment dimension. Reference: https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%208%20-%20v1.0.pdf (page 11)

Question 2

Question Type: **MultipleChoice**

According to Tiompenaars and harronden-Turner, which example is a level three basic assumption' expression of culture?

Options:

A- Meeting customer need is more important than profit

B- Senior management grades are entitled to 'executive' chairs

C- The team motto is 'to deliver excellent service'

D- The required behaviors are set out in the employee's guide

Explanation:

According to Trompenaars and Hampden-Turner, culture can be expressed at three levels: artifacts, values, and basic assumptions. Artifacts are the visible and tangible manifestations of culture, such as symbols, rituals, and heroes. Values are the shared beliefs and preferences that guide behavior and decision making. Basic assumptions are the unconscious and taken-for-granted beliefs that underlie values and artifacts. Meeting customer need is more important than profit is an example of a basic assumption, as it reflects a deep-rooted belief that influences the values and artifacts of the organization. The other options are examples of artifacts or values, not basic assumptions. Reference: https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%207%20-%20v1.0.pdf (page 11)

Question 3

Question Type: **MultipleChoice**

According to Schein, which approach would decrease learning anxiety?

Options:

A- Reminding the stakeholders of all the times they have failed to change

B- Encourage staff to try new things

C- Penalising staff who make mistakes

C- Creating a sense that the organization might fail if the change is NOT made.

Answer:

B

Explanation:

According to Schein, learning anxiety is the fear or discomfort that people experience when they are asked to learn something new or change their behavior. To decrease learning anxiety, change leaders should create psychological safety, which is the sense of trust and support that people feel when they are learning or changing. One way to create psychological safety is to encourage staff to try new things and experiment without fear of failure or punishment. The other options would increase learning anxiety, as they would create more pressure, stress, and negativity for the staff. Reference: https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%206%20-%20v1.0.pdf (page 11)

Question 4

Which of the following is a purpose of creating a change management plan when preparing for change?

Options:

A- Document the set of typically recurring actions that contribute to change readiness'

B- Provide a detailed schedule of project and their dependencies

C- Capture of full list of issues to be resolved before change can start

D- Record a list of all the change risks and the responsive actions required.

Answer:

D

Explanation:

One of the purposes of creating a change management plan when preparing for change is to record a list of all the change risks and the responsive actions required. This helps to identify potential threats and opportunities for the change and plan how to mitigate or exploit them. The other options are not purposes of a change management plan, but rather outcomes or inputs of other processes or activities. Reference: https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%205%20-%20v1.0.pdf (page 11)

Question 5

Which statement about Senge's system thinking model is correct?

Options:

A- Processes in organizations can either support or limit the effectiveness of change

B- Change can be planned and implemented using an eight-stage model

C- Change must e driven primary by senior sponsors

D- Leadership support is NOT required in the systems thinking model

Answer:

A

Explanation:

Senge's system thinking model is a holistic approach to understand how different elements in an organization interact and influence each other. Processes are one of the elements that can either support or limit the effectiveness of change, depending on how they are designed and implemented. The other statements are not correct, as they do not reflect Senge's model. Reference: https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%204%20-%20v1.0.pdf (page 11)

Question 6

Question Type: **MultipleChoice**

According to Lewin's Force-field analysis' which action needs to occur if an organization desires to make change more quickly?

Options:

A- Driving forces need to be decreased

B- Driving forces need to be augmented

C- Restraining forces to be increased

D- Resisting forces need to be increased

Answer:

B

Explanation:

Lewin's force-field analysis is a tool to identify the driving and restraining forces for a change. Driving forces are those that push for the change, while restraining forces are those that oppose or resist the change. To make change more quickly, driving forces need to be augmented (increased or strengthened) and/or restraining forces need to be reduced or removed. Reference: https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%203%20-%20v1.0.pdf (page 11)

Question 7

Question Type: MultipleChoice

Which is an engagement level of Mayfield's stakeholder radar technique?

Options:

A- Ideal

B- Required

C- Must have

D- Vital

Answer:

B

Explanation:

Mayfield's stakeholder radar technique identifies four levels of engagement for stakeholders: required, desired, actual, and planned. The required level of engagement is the minimum level that is necessary for the stakeholder to support the change or at least not resist it. Reference: https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%202%20-%20v1.0.pdf (page 11)

Question 8

Question Type: MultipleChoice

Which of the following statement about communication approaches that encourage engagement during change are true?

It is helpful to delay communication until all the information is avoiding the risk of misleading people with insufficient data.

An external communications agency should be asked to relay messages when dealing with a difficult change.

Options:

A- Only 1 is true

B- Only 2 is the true

C- Both 1 and 2 are true

D- Neither 1 or 2 is true

Answer:

D

Explanation:

Communication approaches that encourage engagement during change should be timely, transparent, honest, consistent, and two-way. It is not helpful to delay communication until all the information is available, as this can create uncertainty and anxiety among stakeholders. It is also not advisable to use an external communications agency to relay messages when dealing with a difficult change, as this can undermine trust and credibility of the change leaders. Reference: https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%201%20-%20v1.0.pdf (page 11)

Question 9

Which is a benefit of using change agent networks?

Options:

A- They take charge of defining and appropriate strategy for change

B- They take accountability for delivering all change objectives within agreed timescales

C- They provide reports to management on staff performance

D- They help people keep up to date and involved in the change

Answer:

D

Explanation:

Change agent networks are groups of people who act as advocates, champions, or ambassadors for a change within an organization. They can help to communicate, implement, and sustain the change at different levels and locations. One of the benefits of using change agent networks is that they help people keep up to date and involved in the change, as they provide information, feedback, support, and

guidance throughout the change process. The other options are not benefits of using change agent networks, as they either imply different roles or responsibilities for the change agent networks or are not relevant to their function. Reference: https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%2029%20-%20v1.0.pdf (page 11)

Question 10

Question Type: **MultipleChoice**

Which workplace provision addresses Maslow's social needs?

Options:

A- Job security

B- Career development opportunities

C- Team-building exercises

D- Generous pensions

Answer:

C

Explanation:

Maslow's hierarchy of needs is a theory that explains how people are motivated by different levels of needs. The theory proposes five levels of needs: physiological, safety, social, esteem, and self-actualization. Social needs are the third level of needs, which refer to the need for belonging, love, and friendship. Team-building exercises are a type of workplace provision that addresses Maslow's social needs, as they help to create a sense of community, trust, and cooperation among employees. The other options are workplace provisions that address other levels of needs, such as physiological (generous pensions), safety (job security), or esteem (career development opportunities)