Exam Questions Change-Management-Foundation

Change Management Foundation Exam

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NEW QUESTION 1
How does change management contribute to benefits?

A. Encourages users to make the best use of the new situation
B. Ensures dis-benefits are avoided
C. Provides ultimate accountability for the benefits of a change
D. Produces all of the outcomes required to deliver benefits

Answer: A

NEW QUESTION 2
According to the brain science of resistance, which of the key neural factors is an example of a fixed mindset?

A. Routine seeking
B. Emotional reaction to forced change
C. Cognitive rigidity
D. Short-term focus

Answer: C

NEW QUESTION 3
According to Glaser and Glaser, which element of team effectives enables team members to help each other address challenges?

A. Team mission, planning and goal setting.
B. Team roles
C. Team operating processes
D. Team inter-personal relationships

Answer: C

NEW QUESTION 4
Which is the BEST example of a disadvantage to an organization of making or marketing an external appointment to a change learn?

A. An increased risk that people will feel change is being imposed
B. Too much knowledge of how things work and terminology used
C. They may not devote of their time to the change
D. Lack of an emotional connection to how things work now.

Answer: A

NEW QUESTION 5
When comparing ??lean?? and ??rich?? communication channels, which of the following statements about a ??rich?? communication channel is true?
A ??rich?? channel allows for conversation a quick response, and the chance for interaction. A ??rich?? channel conveys non-verbal cues, such as emotion and feelings, tone or gestures.

A. Only 1 is true
B. Only 2 is true
C. Both 1 and 2 are true
D. Neither 1 or 2 is true

Answer: C

NEW QUESTION 6
Which of the following is an important way a change manager supports sponsors in their role?

A. Prepare the change vision for them
B. Gain the commitment of other executive leaders
C. Offer them feedback and coaching
D. Protect them from the demands of line leaders

Answer: C

NEW QUESTION 7
Which of the following statements about a 'Force Field Analysis' are true? 1.It can reveal both barriers to overcome and possible sources of resistance 2.It should be created independently by the change manager

A. Only 1 is true
B. Only 2 is true
C. Both 1 and 2 are true
D. Neither 1 nor 2 is true

Answer: A

NEW QUESTION 8
Which workplace provision addresses Maslow??s social needs?

A. Job security
B. Career development opportunities
C. Team-building exercises
D. Generous pensions

Answer: B

NEW QUESTION 9
According to Tuckman, in what stage of the team development model can everyone move on to new things, feeling good about what has been achieved?

A. Forming
B. Storming
C. Performing
D. Adjourning

Answer: D

NEW QUESTION 10
What is defined as "The means by which an organization increases involvement of its employees and other stakeholders with organizational change"?

A. Engagement
B. Change Agent
C. Sponsor
D. Line Leader

Answer: A

NEW QUESTION 10
According to Tiompenaars and harronden-Turner, which example is a level three basic assumption?? expression of culture?

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

Answer: D

NEW QUESTION 14
Which of the common Agile concepts, behaviours, and techniques delivers a version of a product with just enough features to be usable by early customers who can then provide feedback for future product development?

A. Minimum viable product
B. Full transparency
C. Self-organised teams
D. Empowerment

Answer: A

NEW QUESTION 16
Which is a desired characteristic of a vision statement for a change?

A. It is veritable so its achievement can be confirmed
B. Explains the future organization structure in detail
C. Lists all the activities needed to achieve the changes
D. Sets out several promises that may be hard to measure

Answer: A

NEW QUESTION 20
What is the purpose of documenting the 'Measurement methodology' in a change communication strategy?

A. Assess effectiveness of the communication efforts
B. Communicate test activities for the final solution
C. Quantify the number of people impacted by the change
D. Ensure everyone understands the value of the change

Answer: A

NEW QUESTION 23
Which is a description of the role of Line Management in the change process?

A. Develops communications networks across the organization

B. Tests thinking and advises on effective delivery of change
C. Provides financial resources to support specific change tasks
D. Ensure senior managers are committed to the changes

Answer: B

NEW QUESTION 27
Which of the following is a purpose of creating a change management plan when preparing for change?

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

NEW QUESTION 28
Which is an effect in an organization if the psychological contract between an organization and its staff is broken?

A. Additional change agents will be need to be appointed
B. Staff will be more willing to help achieve the outcomes of change
C. The likelihood of achieving performance targets reduces.
D. There will be no effect if senior managers maintain discipline

Answer: B

NEW QUESTION 29
In neuroscience, which particularly rewards the brain's need for Certainty?

A. Change delivered in small stages
B. Delegated decision-making through change
C. Group social events
D. Public praise

Answer: A

NEW QUESTION 33
According to the Bechard and Harris change formula?? which response will increase an individual??s dissatisfaction with the status quo?

A. Amend performance targets during the change
B. Communicate the danger of inaction
C. Clarify the steps users need to take
D. Focus on the benefits of the change

Answer: C

NEW QUESTION 35
When starting to identify the impacts of a change initiative, which description BEST fits one of the recommended key inputs?

A. An assessment of where people are on the change curve
B. An organization chart showing senior positions in the new structure
C. A statement of the differences between the current and future states
D. The planned frequency of staff engagement surveys

Answer: A

NEW QUESTION 39
What is the First step of Kotter??s eight-step model for planning and leading organizational change?

A. Communicating the change vision
B. Generating short term wins
C. Empowering employees for broad-based action
D. Establishing a sense of urgency

Answer: D

NEW QUESTION 44
According to the 'change formula' (Beckhard and Harris), which response will increase the desirability to an individual of the proposed change or end state?

A. Focus on the benefits of the change
B. Communicate the 'burning platform'
C. Clarify the steps users need to take
D. Put mitigations in place to reduce risk

Answer: A

NEW QUESTION 46
Which is an engagement level of Mayfield??s stakeholder radar technique?

A. Ideal
B. Required
C. Must have
D. Vital

Answer: D

NEW QUESTION 50
Why do Line Leaders make effective Change Agents?

A. They have local decision-making authority
B. As leaders they are unaffected by the change
C. They can support and influence local staff
D. They have the time to dedicate to the change

Answer: C

NEW QUESTION 52
Which approach is recommended for helping people through the 'change curve'?

A. Actively involve line managers in listening and providing support
B. Recognize negative emotions as a sign that the change is being managed badly
C. Advise people not to discuss their problems with colleagues
D. Assume that everyone will eventually move on in time to deal with the change

Answer: A

NEW QUESTION 56
Which is a correct description of how Tuckman??s five phases of team development work in practice?

A. Once a stage is completed a team never returns to it.
B. Successful teams always stay in the performing stage
C. Teams may go backwards or oscillate between the stages
D. An equal amount of time is spent in each stage

Answer: A

NEW QUESTION 60
Which action is an appropriate change management response to people in the early stages of a change cure?

A. Interpret emotions as evidence of poor change management
B. Be clear about the losses that people will experience
C. Delay communication until all the details are known
D. Accept that everyone will eventually work their way through the curve

Answer: B

NEW QUESTION 63
Which of the following statements about data analytics are true?
* 1.The more data you have, the better the results 2. Obtaining new data from external sources is beneficial and removes bias

A. Only 1 is true
B. Only 2 is true
C. Both 1 and 2 are true
D. Neither 1 nor 2 is true

Answer: D

NEW QUESTION 67
According to Lewin??s Force-field analysis?? which action needs to occur if an organization desires to make change more quickly?

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

NEW QUESTION 68
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