



**Free Questions for [Change-Management-Foundation](#) by
[go4braindumps](#)**

Shared by [Yates](#) on [12-06-2023](#)

For More Free Questions and Preparation Resources

[Check the Links on Last Page](#)

Question 1

Question Type: MultipleChoice

Which reason explains why it is helpful to segment stakeholders?

Options:

- A- Identifies individuals or groups who are resisting change
- B- Enables different approaches and analysis techniques to be used with different stakeholder groups
- C- Helps identify the organization's culture for scoping appropriate engagement
- D- It highlights the level of influence and interest stakeholders have in the planned change

Answer:

B

Explanation:

Segmenting stakeholders is the process of dividing them into groups based on common characteristics, such as roles, interests, needs, expectations, or attitudes towards the change. One reason why it is helpful to segment stakeholders is that it enables different

approaches and analysis techniques to be used with different stakeholder groups. For example, segmenting stakeholders can help to tailor communication messages and channels to suit each group's preferences and concerns, or to apply different engagement strategies and tactics to address each group's level of influence and impact.

<https://apmg-international.com/files/document/change-management-foundation-online-brochure>

https://www.mindtools.com/pages/article/newPPM_07.htm

Question 2

Question Type: MultipleChoice

Which item should be included within the communication plan?

Options:

- A-** The expected benefits of implementing a change
- B-** The reasons behind change initiative and the priorities for implementation
- C-** Details on what preparations have the completed prior to a change

D- How the results of a communication activity will be monitored and evaluated

Answer:

D

Explanation:

A communication plan is a document that outlines the objectives, strategies, tactics, channels, audiences, messages, and metrics for communicating about a change initiative. One of the essential items that should be included in a communication plan is how the results of a communication activity will be monitored and evaluated. This involves defining the criteria and methods for measuring the effectiveness and impact of the communication activities, such as feedback surveys, focus groups, analytics, or indicators of awareness, understanding, and support for the change.

<https://www.yourthoughtpartner.com/blog/change-management-communication>

<https://www.prosci.com/resources/articles/communications-checklist-for-change-management>

Question 3

Question Type: MultipleChoice

Which characteristic can be tracked using Mayfield's stakeholder radar technique?

Options:

- A- The power/influence that a stakeholder has in a change throughout its life
- B- The changes in roles and responsibilities during engagement
- C- The interest that a stakeholder has in a change through its life.
- D- Change in the stakeholder's engagement needs and domain

Answer:

D

Explanation:

Mayfield's stakeholder radar technique is a tool that helps to monitor and manage stakeholders throughout the life cycle of a change initiative. The technique involves plotting stakeholders on a radar chart according to four dimensions: engagement needs (how much attention they require), domain (their area of interest or expertise), impact (how much they are affected by the change), and influence (how much they can affect the change). By tracking these dimensions over time, the technique can help to identify changes in the stakeholder's engagement needs and domain, as well as any potential risks or opportunities for engagement.

<https://apmg-international.com/files/document/change-management-foundation-online-brochure>

Question 4

Question Type: MultipleChoice

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

Options:

- 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:

C

Explanation:

Tuckman's five phases of team development are a model that describes how teams evolve and mature over time. The five phases are: forming, storming, norming, performing, and adjourning. In practice, teams may not follow these phases in a linear or sequential way, but may go backwards or oscillate between the stages depending on various factors, such as changes in goals, leadership, membership, or context. Therefore, team leaders and members need to be aware of the current stage of their team and adapt their behaviors and actions accordingly.

https://www.mindtools.com/pages/article/newLDR_86.htm

https://www.researchgate.net/publication/235298447_Developmental_Sequence_in_Small_Groups

Question 5

Question Type: MultipleChoice

Which management approach is recommended to help people through the 'endings' phase of Bridges model of human transition?

Options:

- A- Look for quick successes to announce
- B- Concentrate on the emotional content of issues

C- Be clear about the scope of the change

D- Encourage people to turn their backs on the past

Answer:

B

Explanation:

Bridges model of human transition is a framework that describes how people experience and cope with change. The model consists of three phases: endings, neutral zone, and new beginnings. The endings phase is when people have to let go of the old situation and deal with the loss and uncertainty that comes with change. The recommended management approach to help people through this phase is to concentrate on the emotional content of issues, that is, to acknowledge and address the feelings and reactions that people have, such as anger, denial, or sadness. This can help people to accept the change and move on to the next phase.

<https://www.mindtools.com/pages/article/bridges-transition-model.htm>

<https://www.wmbridges.com/about/what-is-transition/>

Question 6

Question Type: MultipleChoice

Which advantage relates to using a Persona to understand a stakeholder group?

Options:

- A- Allow checking of proposed solutions against this Persona to ensure solutions provide what is needed
- B- Enable a better understanding of the level of influence this stakeholder group has in the organization
- C- Allow tracking of how the members of this stakeholder group performance against their objectives
- D- Facilities more creative and innovative thinking amongst members of this stakeholder group

Answer:

A

Explanation:

A Persona is a fictional representation of a typical member of a stakeholder group, based on real data and insights. A Persona can help to understand the needs, goals, motivations, and challenges of a stakeholder group, as well as their attitudes and behaviors towards a change. One advantage of using a Persona is that it allows checking of proposed solutions against this Persona to ensure solutions provide what is needed and address any potential issues or concerns.

<https://apmg-international.com/files/document/change-management-foundation-online-brochure>

Question 7

Question Type: MultipleChoice

According to Morgan, what metaphor applies to an organization that has structured and tightly-controlled processes?

Options:

- A- Brains
- B- Political systems
- C- Machines
- D- Flux and transformation

Answer:

C

Explanation:

According to Morgan, machines is a metaphor that applies to an organization that has structured and tightly-controlled processes. This metaphor views organizations as rational, efficient, and predictable systems that operate according to predefined rules and procedures. This metaphor emphasizes order, stability, hierarchy, and control.

https://www.mindtools.com/pages/article/newSTR_90.htm

https://www.researchgate.net/publication/228163085_Images_of_Organization

Question 8

Question Type: MultipleChoice

Which statement describes 'confirmation bias'?

Options:

- A- People like continuity and find ways to avoid change
- B- People pay most attention to facts agree with their current opinions
- C- People assume that information that is easy to access will be the most important

D- People allow their ideas to be shaped by what most other people are starting to believe

Answer:

B

Explanation:

Confirmation bias is a cognitive bias that causes people to pay more attention to facts that agree with their current opinions and ignore or discount facts that contradict them. Confirmation bias can affect how people perceive, interpret, and remember information, as well as how they make decisions and judgments. Confirmation bias can hinder learning and change, as people may resist or reject new information that challenges their existing beliefs or assumptions.

<https://www.mindtools.com/pages/article/avoiding-psychological-bias.htm#confirmationbias>

<https://www.psychologytoday.com/us/basics/confirmation-bias>

To Get Premium Files for Change-Management-Foundation Visit

<https://www.p2pexams.com/products/change-management-foundation>

For More Free Questions Visit

<https://www.p2pexams.com/apmg-international/pdf/change-management-foundation>

