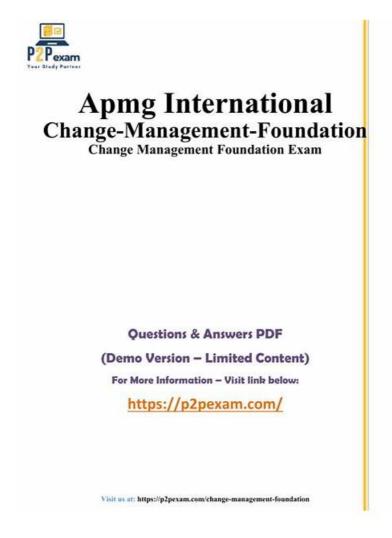# Change-Management-Foundation Exam Forum - Certification Change-Management-Foundation Questions

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APMG-International Change-Management-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	• communication methods and channels, and effective messaging for different stakeholder groups.
Topic 2	• Change Management Models and Theories: This section discusses and Kübler-Ross Change Curve.
Topic 3	• Change Management Planning: This section covers creating a change management plan, integrating change management with project management, and resource allocation for change initiatives.
Topic 4	• Organizational Culture and Change: This section covers the understanding of organizational culture, the impact of culture on change initiatives, and cultural change.
Topic 5	• Communication in Change Management: This section covers developing a communication strategy

APMG-International Change Management Foundation Exam Sample Questions (Q80-Q85):

NEW QUESTION # 80
Which statement describes 'confirmation bias'?

- A. People assume that information that is easy to access will be the most important
- B. People pay most attention to facts agree with their current opinions
- C. People allow their ideas to be shaped by what most other people are starting to believe
- D. People like continuity and find ways to avoid change

Answer: B

Explanation:
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.
References:
* https://www.mindtools.com/pages/article/avoiding-psychological-bias.htm#confirmationbias
* https://www.psychologytoday.com/us/basics/confirmation-bias

NEW QUESTION # 81
Which of the following statements about the use of symbolic actions and symbolism to appeal to people's hearts and minds are true?
Leaders must lead by example
Only leaders can influence change

- 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

Explanation:
Comprehensive and Detailed In-Depth Explanation:
Symbolic actions and symbolism are powerful tools in change management to emotionally engage stakeholders, as per the APMG Change Management Foundation. Statement 1 ("Leaders must lead by example") is true because leaders' visible actions (e.g., adopting new behaviors) reinforce change messages and build trust, appealing to hearts and minds. Statement 2 ("Only leaders can influence change") is false, as the framework recognizes that change agents, line managers, and even peers can influence change-not just leaders. Thus, only Statement 1 holds true in the context of symbolic influence.

NEW QUESTION # 82
Which of the following statements about two-way communication are true?
Two way communication is useful for getting important information out quickly to large groups of people Two-way communication encourages and increases people's motivation to interact to find out more.

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

Answer: A

Explanation:
Two-way communication is a type of communication that allows for feedback, interaction, and dialogue between the sender and the receiver. Two-way communication is useful for engaging stakeholders, building trust and rapport, clarifying expectations, and resolving issues. Two-way communication encourages and increases people's motivation to interact to find out more, as they feel valued and involved in the change.
Therefore, statement 2 is true. However, two-way communication is not useful for getting important information out quickly to large groups of people, as it can be time-consuming, complex, and inconsistent.
For this purpose, one-way communication, such as newsletters, emails, or announcements, may be more suitable. Therefore, statement 1 is not true. References: https://apmg-international.com/sites/default/files /Change%20Management%20Foundation%20Sample%20Paper%2023%20-%20v1.0.pdf (page 11)

NEW QUESTION # 83
According to Honey and Munford, which learning style would team BEST through watching a video showing a new being undertaken in the work environment?

- A. Activist
- B. Progmalist
- C. Theorist
- D. Refector

Answer: D

Explanation:
Explanation
Reflectors are people who prefer to learn by observing and thinking about their experiences. They enjoy taking time to consider new information and ideas and tend to be thoughtful and analytical. Watching a video showing a new being undertaken in the work environment would suit their learning style as they can observe how others do it and reflect on the implications and outcomes.
References:
* https://expertprogrammanagement.com/2020/10/honey-and-mumford/
* https://www.simplimba.com/honey-and-mumford-model/

NEW QUESTION # 84
Which reason explains why it is helpful to segment stakeholders?

- A. It highlights the level of influence and interest stakeholders have in the planned 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. Identities individuals or groups who are resisting 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.

NEW QUESTION # 85

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