

# New APMG-International Change-Management-Foundation Test Answers & Pdf Change-Management-Foundation Dumps

## APMG International Change Management Foundation Sample Questions:

01. At which point can a person perform a skill with concentrated effort?
- Conscious incompetence
  - Conscious competence
  - Unconscious incompetence
  - Unconscious competence
02. Why should organizations consider volunteers for the role of change agent carefully?
- Volunteers sometimes have their own agenda
  - Volunteers may not have the respect of their peers
  - Volunteers normally lack required skill
  - Volunteers may not understand the change
03. How can change leaders avoid people losing face in change initiatives?
- Show respect for the past
  - Give people ownership over the change
  - Communicate the reasons for change
  - Explain how the future state will be better than the past
04. Where should the timing for communication messages be documented?
- In both the communication strategy and the communication plan
  - Only in the communication strategy
  - Only in the communication plan
  - In neither the communication strategy nor the communication plan
05. In change outcomes, the dominant assumption is that intended change outcomes can be achieved as planned.
- intended
  - partially intended
  - unintended
  - partially unintended
06. What are the benefits of intermittent, random reinforcement?
- People learn quicker
  - The process is cheaper
  - Learning is more enduring
  - The process is easier to apply
07. According to DiMaggio and Powell, government-mandated changes are an example of pressure.
- coercive
  - mimetic
  - normative
  - initiated

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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Stakeholder Management: This section covers identifying stakeholders, stakeholder analysis techniques</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>Engaging and communicating with stakeholders, change Impact and Readiness, conducting change impact assessments, assessing organizational readiness for change, and identifying and managing resistance to change.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>communication methods and channels, and effective messaging for different stakeholder groups.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>Organizational Culture and Change: This section covers the understanding of organizational culture, the impact of culture on change initiatives, and cultural change.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>Ethics and Change Management: This section covers ethical considerations in change management, managing the human side of change, and organizational and individual needs.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>Measuring and Sustaining Change: In this section, the focus is on the key performance indicators for change initiatives, monitoring and evaluating change progress, and strategies for sustaining change.</li> </ul>

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## APMG-International Change Management Foundation Exam Sample Questions (Q37-Q42):

### NEW QUESTION # 37

Which statement describes an advantage of using storytelling to engage people's hearts and mind more fully when communicating change?

- A. Stories engage people by providing detailed plans and timescales for change
- B. Stories entertain and help people relax, so they can be more positive about the change
- C. Stories primarily engage rational thought so people logically work out what to do
- D. Stories engage people with the challenges ahead and how can be overcome

**Answer: C**

Explanation:

Storytelling is a technique to communicate change in a way that engages people's hearts and minds more fully. Stories can convey the vision, purpose, and benefits of the change, as well as the challenges ahead and how they can be overcome. Stories can also inspire, motivate, and persuade people to support and participate in the change. Therefore, option C is the best example of an advantage of using storytelling to communicate change. The other options are not advantages, as they either do not reflect the purpose of storytelling or do not engage people's hearts and minds. References: <https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%2027%20-%20v1.0.pdf> (page 11)

### NEW QUESTION # 38

According to Glaser and Glaser, which element of team effectiveness enables team members to help each other address challenges?

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

**Answer: D**

Explanation:

Explanation

According to Glaser and Glaser, team effectiveness is influenced by four elements: team mission, planning and goal setting; team roles; team operating processes; and team inter-personal relationships. Team inter-personal relationships refer to the quality of communication, trust, respect, and collaboration among team members.

This element enables team members to help each other address challenges, as well as share feedback, ideas, and emotions.

References:

<https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper> (page 11)

#### NEW QUESTION # 39

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

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

**Answer: C**

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.

#### NEW QUESTION # 40

According to Glaser and Glaser, which element of team effectiveness enables team members to help each other address challenges?

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

**Answer: D**

Explanation:

According to Glaser and Glaser, team effectiveness is influenced by four elements: team mission, planning and goal setting; team roles; team operating processes; and team inter-personal relationships. Team inter-personal relationships refer to the quality of communication, trust, respect, and collaboration among team members. This element enables team members to help each other address challenges, as well as share feedback, ideas, and emotions.

References: <https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%209%20-%20v1.0.pdf> (page 11)

#### NEW QUESTION # 41

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

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

**Answer: B**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Change managers in APMG coach sponsors (e.g., on communication), not define vision (sponsor's role) or shield them-Option C is

key support.

### NEW QUESTION # 42

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