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

Topic	Details
Topic 1	<ul style="list-style-type: none">• Communication in Change Management: This section covers developing a communication strategy
Topic 2	<ul style="list-style-type: none">• Ethics and Change Management: This section covers ethical considerations in change management, managing the human side of change, and organizational and individual needs.
Topic 3	<ul style="list-style-type: none">• 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.
Topic 4	<ul style="list-style-type: none">• 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.
Topic 5	<ul style="list-style-type: none">• Stakeholder Management: This section covers identifying stakeholders, stakeholder analysis techniques
Topic 6	<ul style="list-style-type: none">• communication methods and channels, and effective messaging for different stakeholder groups.
Topic 7	<ul style="list-style-type: none">• Introduction to Change Management: ThiLewin's 3-Stage Model, Kotter's 8-Step Process, ADKAR Model, s section covers the definition and importance of change management, types of organizational change, and the role of change managers.

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APMG-International Change Management Foundation Exam Sample Questions (Q35-Q40):

NEW QUESTION # 35

Which should always be the first step in the Continuous Change Management Cycle?

- A. Action
- **B. Discovery**
- C. Ideas
- D. Prioritization

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

The Continuous Change Management Cycle in the APMG Change Management Foundation is an iterative process for managing ongoing change, typically comprising Discovery, Ideas, Prioritization, and Action. Let's examine why Discovery is the starting point:

*Discovery: This initial step involves assessing the current state, identifying needs, and gathering insights (e.

g., stakeholder feedback, performance gaps). It's foundational because understanding the context drives subsequent steps. For example, a company noticing low employee morale might discover through surveys that a lack of communication is the root cause, setting the stage for ideas.

*Ideas: Generating solutions follows Discovery, as ideas must address identified issues. Starting here without context risks misaligned proposals.

*Prioritization: Ranking options comes after ideas are developed, requiring a basis from Discovery to evaluate relevance.

*Action: Implementing changes is the final step, relying on prior stages for direction and feasibility.

The APMG framework positions Discovery as the logical first step to ensure change efforts are informed and purposeful, avoiding reactive or uninformed actions. Option C is thus correct, reflecting the cycle's emphasis on evidence-based beginnings.

NEW QUESTION # 36

Which is a desired characteristic of a vision statement for a change?

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

Answer: C

Explanation:

Explanation

A vision statement for a change is a concise and compelling description of the desired future state that the change aims to achieve. A vision statement should have several characteristics, such as being clear, inspiring, realistic, and verifiable. Being verifiable means that the vision statement can be measured and confirmed when it is achieved. The other options are not desired characteristics of a vision statement, as they are either too detailed, vague, or irrelevant. References:

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

NEW QUESTION # 37

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

Answer: A

Explanation:

Explanation

Communication channels can be classified as lean or rich, depending on the amount and quality of information they can convey. A rich communication channel allows for conversation, a quick response, and the chance for interaction, as well as conveys non-verbal cues, such as emotion and feelings, tone or gestures. Examples of rich communication channels are face-to-face meetings, video calls, or phone calls. Therefore, both statements

1 and 2 are true. References:

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

NEW QUESTION # 38

When change takes a long time to embed, which is the MOST likely stakeholder response that may affect its momentum?

- A. Withdraw attraction and focus on day to day tasks
- B. Change work priorities to devote more time to change
- C. Redefine the changes to suite then better
- D. Complain to senior management that change is being badly managed

Answer: A

Explanation:

When change takes a long time to embed, stakeholders may lose interest, enthusiasm, or commitment to the change. They may withdraw attention and focus on day to day tasks, as they feel that the change is not relevant, urgent, or beneficial for them. This may affect the momentum and success of the change. Therefore, option B is the most likely stakeholder response that may occur in this situation. The other options are less likely, as they either imply more involvement, effort, or feedback from the stakeholders. References:

<https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%2024%20-%20v1.0.pdf> (page 11)

NEW QUESTION # 39

Which workplace provision addresses Maslow's social needs?

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

Answer: B

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)

NEW QUESTION # 40

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