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

Topic	Details

Topic 1	<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 2	<ul style="list-style-type: none"> Change Management Models and Theories: This section discusses and Kübler-Ross Change Curve.
Topic 3	<ul style="list-style-type: none"> Stakeholder Management: This section covers identifying stakeholders, stakeholder analysis techniques
Topic 4	<ul style="list-style-type: none"> Communication in Change Management: This section covers developing a communication strategy
Topic 5	<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.

APMG-International Change Management Foundation Exam Sample Questions (Q97-Q102):

NEW QUESTION # 97

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. Prognalist
- B. Theorist
- C. Activist
- D. Reflector

Answer: A

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.

NEW QUESTION # 98

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

- A. Capture of full list of issues to be resolved before change can start
- B. Record a list of all the change risks and the responsive actions required.
- C. Document the set of typically recurring actions that contribute to change readiness'
- D. Provide a detailed schedule of project and their dependencies

Answer: B

Explanation:

One of the purposes of creating a change management plan when preparing for change is to record a list of all the change risks and the responsive actions required. This helps to identify potential threats and opportunities for the change and plan how to mitigate or exploit them. The other options are not purposes of a change management plan, but rather outcomes or inputs of other processes or activities. References: <https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%205%20-%20v1.0.pdf> (page 11)

NEW QUESTION # 99

Which of the common Agile concepts, behaviours, and techniques comprises fixed periods of time, at the end of which an objective has been met?

- A. Minimum viable product
- B. Timeboxes (also known as sprints)
- C. Focus on frequent delivery

- D. Full transparency

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

In Agile methodology, as covered in the APMG Change Management Foundation, Timeboxes (Option B), also known as sprints in Scrum, are fixed time periods (e.g., 2-4 weeks) during which specific objectives or deliverables are completed. This structured approach ensures focus and progress. Minimum viable product (A) refers to a basic product version, Full transparency (C) to open communication, and Focus on frequent delivery (D) to regular outputs-none inherently involve fixed time periods with completed objectives like Timeboxes.

NEW QUESTION # 100

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

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

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

The 'change curve' (based on Kubler-Ross's model) describes emotional stages individuals experience during change: shock, denial, frustration, depression, experiment, decision, and integration. The APMG Change Management Foundation stresses proactive support to guide people through these stages effectively. Option A ("Actively involve line managers in listening and providing support") is recommended because line managers are well-positioned to offer personalized support, listen to concerns, and help staff navigate emotions-key to moving through the curve. Option B misinterprets negative emotions as a management failure rather than a natural response, Option C isolates individuals, and Option D is passive and unsupported by the framework.

NEW QUESTION # 101

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. Adjourning
- D. Performing

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Bruce Tuckman's Team Development Model, as detailed in the APMG Change Management Foundation, includes five stages: Forming, Storming, Norming, Performing, and Adjourning (originally four, with Adjourning added later). Let's explore each stage and the question's focus on moving on with positive closure:

*Forming: The team assembles, focusing on orientation and relationship-building. Achievements are minimal, and there's no sense of closure yet.

*Storming: Conflict and competition emerge as members assert roles. This stage is about resolving tensions, not completing tasks or moving on.

*Performing: The team works effectively toward goals, achieving results. While successful, the focus is on ongoing performance, not disbanding or reflecting on completion.

*Adjourning: The team disbands after achieving its purpose, reflecting on accomplishments and transitioning to new endeavors. This stage, also called Mourning, involves closure, celebration, and a positive sense of moving forward-exactly what the question describes.

For example, a project team completing a software rollout might celebrate their success in Adjourning, feeling good about deliverables before starting new projects. The APMG framework notes Adjourning as the stage where teams wrap up, often with pride and readiness for what's next, making Option D the clear answer.

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