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IASP Strategy Planning Professional Exam Sample Questions (Q21-Q26):

NEW QUESTION # 21

What should a leader do FIRST after making a mistake?

- A. Determine who else contributed

- B. Correct the problem
- C. Determine the right answer and actions
- **D. Acknowledge the mistake**

Answer: D

Explanation:

The first step a leader should take after making a mistake is to acknowledge it openly. This demonstrates accountability, builds trust, and sets a tone of integrity that encourages transparency throughout the organization. The IASP SPP curriculum stresses that acknowledgment is essential before corrective actions or root cause analysis can be effective. Failure to acknowledge mistakes can erode credibility and morale. Once acknowledged, leaders can collaboratively work toward solutions and learning from the experience. #IASP SPP Study Guide - Leadership Integrity##Goleman, Emotional Intelligence#

NEW QUESTION # 22

Who is responsible for ensuring the separation of strategic planning processes from day-to-day operations?

- A. A mix of employees from different parts of the organization
- B. Chief strategy officer, staff, and consultants
- **C. Senior leadership**
- D. A committee with one member from each department

Answer: C

Explanation:

Senior leadership is responsible for maintaining clear separation between strategic planning and routine operations, ensuring focus on long-term direction without being consumed by daily tasks. The IASP SPP curriculum stresses this role to preserve strategic thinking and governance, while operational managers handle execution. Committees or mixed employee groups support but do not hold ultimate responsibility. #IASP SPP Study Guide - Governance##Kotter, Leading Change#

NEW QUESTION # 23

Which of the following LEAST contributes to customer value?

- A. Anticipating and adjusting for the psychological cost of the product to the customer
- B. Providing a caring customer service
- C. Providing customer appreciation
- **D. Enticing customers to participate in surveys**

Answer: D

Explanation:

Customer value is primarily created through appreciation, empathetic service, and reducing psychological costs such as effort or anxiety in purchase/use. While customer surveys can be useful feedback mechanisms, simply enticing participation without delivering value or acting on feedback contributes least to customer value. The IASP SPP curriculum highlights that authentic value creation focuses on improving experience and meeting customer needs, not on administrative tasks like survey solicitation. #IASP SPP Study Guide - Customer Value##Pralhad & Ramaswamy, Co-creation of Value#

NEW QUESTION # 24

An organization's core values should

- A. change as key personnel change.
- B. be known by the leadership team only.
- **C. be clarified and reinforced.**
- D. be determined by a secret ballot vote.

Answer: C

Explanation:

Core values are the fundamental principles that guide organizational behavior and decision-making and therefore should be clarified

and reinforced consistently across the organization. They provide cultural stability and a sense of identity that persists beyond changes in personnel. The IASP SPP curriculum underlines that core values must be well understood and embedded within daily practices to ensure alignment with strategy and support organizational integrity. These values are not simply management knowledge nor subject to anonymous votes, as they require broad awareness and commitment to influence culture meaningfully. Continuous reinforcement through communication, leadership modeling, and policies is necessary to maintain their relevance and impact. #IASP SPP Study Guide - Organizational Culture## Schein, Organizational Culture and Leadership#

NEW QUESTION # 25

Individual stress results from a reaction to

- A. positive events only.
- B. positive and negative events.
- C. primarily external situations.
- D. negative events only.

Answer: B

Explanation:

Stress arises from reactions to both positive and negative events, reflecting the complexity of human psychological responses. Positive events like promotions or increased responsibilities can be stressors just as much as negative events such as conflicts or setbacks. The IASP SPP curriculum explains that understanding this dynamic is crucial for leaders managing change, as stress impacts performance, morale, and adaptability.

Recognizing that stress does not solely stem from adverse conditions helps organizations design supportive interventions and resilience-building strategies that address a range of triggers. #IASP SPP Study Guide - Change Management and Leadership## Lazarus & Folkman, Stress and Coping Theory#

NEW QUESTION # 26

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