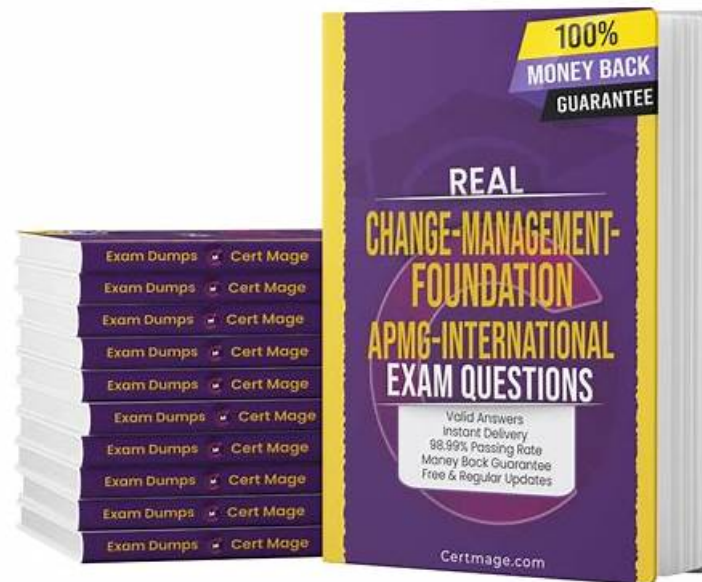


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APMG-International Change-Management-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	Communication in Change Management: This section covers developing a communication strategy
Topic 3	Organizational Culture and Change: This section covers the understanding of organizational culture, the impact of culture on change initiatives, and cultural change.
Topic 4	Change Management Planning: This section covers creating a change management plan, integrating change management with project management, and resource allocation for change initiatives.

Topic 5	• Ethics and Change Management: This section covers ethical considerations in change management, managing the human side of change, and organizational and individual needs.
Topic 6	• communication methods and channels, and effective messaging for different stakeholder groups.
Topic 7	• Change Management Models and Theories: This section discusses and Kübler-Ross Change Curve.
Topic 8	• 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 9	• Stakeholder Management: This section covers identifying stakeholders, stakeholder analysis techniques

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APMG-International Change Management Foundation Exam Sample Questions (Q62-Q67):

NEW QUESTION # 62

Which action is an appropriate change management response to people in the early stages of a change cure?

- A. Delay communication until all the details are known
- B. Interpret emotions as evidence of poor change management
- **C. Be clear about the losses that people will experience**
- D. Accept that everyone will eventually work their way through the curve

Answer: C

Explanation:

The change curve is a model that describes the typical emotional stages that people go through when they face a change. The early stages of the change curve are characterized by shock, denial, anger, and frustration. To help people through these stages, change leaders should be clear about the losses that people will experience and acknowledge their feelings and concerns. The other options are not appropriate responses, as they would either ignore or dismiss people's emotions or create more uncertainty and confusion.

References: <https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%2018%20-%20v1.0.pdf> (page 11)

NEW QUESTION # 63

Which advice is given about managing the 'complex responsive processes' that surround emergent change?

- A. Ignore any 'unofficial' discussions between managers and staff
- B. Be prepared to spend time addressing every specific issue that arises
- C. Restrict communications about change to only those who need to know
- **D. Focus on the main purpose of the change rather than specific events**

Answer: D

Explanation:

Emergent change is a type of change that arises from within an organization, rather than being imposed from outside. Emergent change is influenced by complex responsive processes, which are the patterns of interaction and communication that occur among people in an organization. To manage these processes, change leaders should focus on the main purpose of the change rather than specific events, as this helps to create a shared vision and direction for the change. The other options are not good advice for managing complex responsive processes, as they either ignore, restrict, or overreact to them, which can hinder the emergence and adaptation of the change. References: <https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%2032%20-%20v1.0.pdf> (page 11)

NEW QUESTION # 64

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. Only 1 is true
- D. Neither 1 or 2 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 # 65

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

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

Answer: D

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 # 66

According to the Bechard and Harris change formula' which response will increase an individual's dissatisfaction with the status quo?

- A. Clarify the steps users need to take
- B. Amend performance targets during the change
- C. Focus on the benefits of the change
- D. Communicate the danger of inaction

Explanation:
Explanation

This can create a sense of urgency and need for change among the individual. The other options are not actions that will increase dissatisfaction with the status quo, but rather actions that will address other factors in the formula.

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