

Unparalleled Change-Management-Foundation Test Labs Help You to Get Acquainted with Real Change-Management-Foundation Exam Simulation



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

Topic	Details
Topic 1	<ul style="list-style-type: none">communication methods and channels, and effective messaging for different stakeholder groups.
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">Organizational Culture and Change: This section covers the understanding of organizational culture, the impact of culture on change initiatives, and cultural change.
Topic 4	<ul style="list-style-type: none">Leadership and Change: In this section, the preference is given to the role of leadership in change management, change leadership styles, building and maintaining a guiding coalition, etc.
Topic 5	<ul style="list-style-type: none">Communication in Change Management: This section covers developing a communication strategy
Topic 6	<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 7	<ul style="list-style-type: none">Change Management Models and Theories: This section discusses and Kübler-Ross Change Curve.

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APMG-International Change Management Foundation Exam Sample Questions (Q31-Q36):

NEW QUESTION # 31

When building a change delivery scorecard, which of the different views on value are achieved through a measurable increase in sales?

- A. Customer
- B. Learning & Growth
- **C. Financial**
- D. Internal

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

The change delivery scorecard is often based on the Balanced Scorecard framework (developed by Kaplan and Norton), which is widely referenced in change management to measure the success of change initiatives across multiple perspectives. The APMG Change Management Foundation materials emphasize that the scorecard evaluates value from four key views: Financial, Customer, Internal (Processes), and Learning & Growth. A measurable increase in sales directly relates to revenue and profitability, which are core indicators of financial performance. This aligns with the Financial perspective, as it focuses on tangible monetary outcomes that demonstrate the economic success of the change. The Customer perspective focuses on satisfaction and loyalty, Internal on process efficiency, and Learning & Growth on capability development- none of which directly measure sales increases.

NEW QUESTION # 32

According to Herzberg's research, which factor leads to high job satisfaction?

- A. Security
- B. Salary
- **C. Responsibility**
- D. Working conditions

Answer: C

Explanation:

Explanation

According to Herzberg's research, job satisfaction and dissatisfaction are influenced by two different sets of factors: motivators and hygiene factors. Motivators are factors that lead to high job satisfaction and motivation, such as achievement, recognition, responsibility, advancement, and growth. Hygiene factors are factors that do not cause satisfaction, but can cause dissatisfaction if they are absent or inadequate, such as working conditions, salary, security, and supervision. Therefore, responsibility is a motivator that leads to high job satisfaction. References:

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

NEW QUESTION # 33

Which statement describes 'shared values' in the McKinsey 7S model?

- A. The introduction of matrix management
- **B. The attitude of staff toward their work**
- C. The management style adopted by senior leaders

- D. The ability of employees to perform their roles

Answer: B

Explanation:

The McKinsey 7S model is a framework to analyze and improve organizational performance and effectiveness. The model consists of seven interrelated elements: strategy, structure, systems, shared values, skills, style, and staff. Shared values refer to the core values and beliefs that guide the organization's vision, mission, and culture. The attitude of staff toward their work is an example of shared values. The other options are examples of other elements in the model. References: <https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%2012%20-%20v1.0.pdf> (page 11)

NEW QUESTION # 34

Which of the following statements about the behaviour of effective change managers as agile practitioners are true?

- A. They should remain resilient, flexible, and willing to learn. A. Only 1 is true B. Only 2 is true C. Both 1 and 2 are true D. Neither 1 nor 2 is true
- B. They should take a single framework and apply it persistently

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Agile change management, as outlined in the APMG Change Management Foundation, emphasizes adaptability and responsiveness over rigid adherence to a single approach. Statement 1 ("They should take a single framework and apply it persistently") contradicts Agile principles, which advocate for iterative, flexible methods tailored to evolving circumstances rather than a one-size-fits-all framework. Statement 2 ("They should remain resilient, flexible, and willing to learn") aligns perfectly with Agile practitioner behaviours, as resilience supports perseverance through challenges, flexibility enables adaptation to change, and a willingness to learn fosters continuous improvement—all core tenets of Agile methodology. Thus, only Statement 2 is true.

NEW QUESTION # 35

According to Tuckman, in what stage of the team development model will members of the team be working collectively to achieve results?

- A. Performing
- B. Storming
- C. Forming
- D. Adjourning

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Performing is when Tuckman's team collaborates effectively to deliver results, post-conflict resolution. It's the productive stage, per APMG.

NEW QUESTION # 36

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