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| **Managing Change Quiz**  Total Points : 100  Passing Score : 60%(60 points) |  |

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| **No** | **Questions** | **Points** |
| 1 | **Which of the following is not a driver of change?**   |  |  |  | | --- | --- | --- | | ( ) | Increasing competition. |  | | ( ) | Mergers and acquisitions. |  | | ( ) | Satisfaction with the current situation. |  | | ( ) | New or amended regulation. |  | | 10 pts |
| 2 | **Generally speaking, how do organisations tend to deal with change?**   |  |  |  | | --- | --- | --- | | ( ) | Regularly transforming their accepted practices to stay agile and ensure survival. |  | | ( ) | Changing their core policies and processes in response to change as it occurs. |  | | ( ) | Only changing when there is a serious threat to the business or an industry-wide transformation. |  | | ( ) | Reviewing change constantly to plan the best time to make reactive and proactive adjustments. |  | | 10 pts |
| 3 | **What is essential for every successful change management programme?**   |  |  |  | | --- | --- | --- | | ( ) | Commitment from everyone. |  | | ( ) | Buy-in from senior management. |  | | ( ) | A clear written strategy. |  | | ( ) | A strong company culture. |  | | 10 pts |
| 4 | **Beckhard outlined seven conditions for successful change. Which of the following is not among them?**   |  |  |  | | --- | --- | --- | | ( ) | Rigid organisational structures. |  | | ( ) | Understanding of external relationships. |  | | ( ) | Effective use of technology. |  | | ( ) | Organisational vision. |  | | 10 pts |
| 5 | **How should changes be made?**   |  |  |  | | --- | --- | --- | | ( ) | As a clearly visible break from old practices. |  | | ( ) | Sticking as closely to the old ways as possible. |  | | ( ) | Without ever disturbing any established processes. |  | | ( ) | Without consideration for established processes. |  | | 10 pts |
| 6 | **What is the biggest barrier to change?**   |  |  |  | | --- | --- | --- | | ( ) | Insufficient skills. |  | | ( ) | Inappropriate culture. |  | | ( ) | Incomplete follow-up. |  | | ( ) | Employee resistance. |  | | 10 pts |
| 7 | **How can you approach change in an organisation with a task culture?**   |  |  |  | | --- | --- | --- | | ( ) | Work your way up the management structure, securing support as you go. |  | | ( ) | Take key decision makers with you and secure buy-in from most people. |  | | ( ) | Secure support for the change, and endorsement, from the central leader. |  | | ( ) | Incorporate change management processes into every task group meeting. |  | | 10 pts |
| 8 | **Which of the following is not considered during the analysis phase of the change management framework?**   |  |  |  | | --- | --- | --- | | ( ) | The champion for the change initiative. |  | | ( ) | The organisation's ability to absorb change. |  | | ( ) | The culture of the organisation. |  | | ( ) | The nature of the change required. |  | | 10 pts |
| 9 | **How do you tackle those who oppose change and the change management team personally?**   |  |  |  | | --- | --- | --- | | ( ) | Keep them on side. |  | | ( ) | Marginalise them. |  | | ( ) | Win them over. |  | | ( ) | Listen to them. |  | | 10 pts |
| 10 | **Who should control the communication process around change?**   |  |  |  | | --- | --- | --- | | ( ) | A mid-level manager in close contact with those affected. |  | | ( ) | The corporate communications and public relations team. |  | | ( ) | Sponsoring executive, or CEO in a big company. |  | | ( ) | The personnel who are directly affected by the change. |  | | 10 pts |

**Answers**

(Figures in brackets refer to the page numbers in the Pocketbook from where the questions are drawn.)

1. Satisfaction with the current situation. (18)
2. Only changing when there is a serious threat to the business or an industry-wide transformation. (20)
3. Commitment from everyone. (27)
4. Rigid organisational structures. (32)
5. Sticking as closely to the old ways as possible. (37)
6. Employee resistance. (43)
7. Take key decision makers with you and secure buy-in from most people. (51)
8. The champion for the change initiative. (72)
9. Marginalise them. (91)
10. Sponsoring executive, or CEO in a big company. (102)