

Fact sheet 5.1.1ef

KNOWLEDGE EVALUTATION FORM 5.1

INSTRUCTIONS

Below you will find a series of 10 multiple choice questions. Please choose the answer that you think is correct. There is only one correct answer for each question.

1. What is the main difference between change management (CM) and organizational development (OD)?
 - a. CM is a whole system application, whereas OD is a project application.
 - b. OD focuses on how the entire system functions, whereas CM focuses on how to change organizational processes.
 - c. CM is a diagnostic approach, whereas OD is an applied project-focused approach.
2. Based on Lewin's three-step model, what is necessary for change to occur?
 - a. The driving forces must outweigh the resisting forces in a change situation.
 - b. All parties involved must agree on what needs to be changed.
 - c. Understanding the power dynamics hidden behind changes processes.
3. In Lewin's three-step model, what does the "unfreeze" stage entail?
 - a. Stabilizing the new state of affairs and desired behaviours.
 - b. Establishing good channels of communication and promoting the new vision.
 - c. Uncovering the current state of affairs, and reveal any driving or resisting forces.
4. Which of the following is *NOT* a step outlined in Kotter's eight-step change management model?
 - a. Communicating the vision
 - b. Reprimanding (punishing) behaviours that do not follow the change plan
 - c. Establishing a sense of urgency
5. What is an advantage of Kotter's eight-step model of change management?
 - a. The first three steps create a boost of energy and motivation, which increases overall success possibility.
 - b. The lack of order among the steps allows the organization to arrange them in a way that facilitates change.
 - c. It is bottom-heavy, thus placing greater emphasis on the employees rather than the leaders.

6. When did Kotter formulate his theory on the eight-steps towards change management?
 - a. 1981
 - b. 1951
 - c. 1995

7. According to Sunstein and Thaler's Nudge Theory, what is a nudge?
 - a. A detailed plan on how to achieve change.
 - b. A small action that can influence people's thoughts and behaviours.
 - c. A form of feedback used in organizations.

8. According to Sunstein and Thaler's Nudge Theory, which are the main three types of nudges?
 - a. Perception nudges, motivation nudges, and simple-ability nudges
 - b. Perception nudges, motivation nudges, and reinforcement nudges
 - c. Perception nudges, resistance nudges, and simple-ability nudges

9. What is the main principle of critical theory?
 - a. It assumes that reality is fundamentally shaped by the forces of power, culture, gender, religion, politics etc.
 - b. It assumes that reality exists independently of humans, and can be objectively measured and altered.
 - c. It assumes that reality is shaped by each individual's subjective interpretation of the world.

10. Why is critical theory important to consider when implementing a change plan?
 - a. It helps us uncover which processes or individuals may act as an obstacle towards change success.
 - b. It helps us uncover how people's assumptions, biases, and sense of power can impact the change plan.
 - c. It encourages us to trust those in power and their decision-making approach towards change management.

Expected answers 5.1.1ef

Expected answers:
Q1=b; Q2=a; Q3=c; Q4=b; Q5=a; Q6=c; Q7=b; Q8=a; Q9=a; Q10=b.