

Fact sheet 5.2.1ef

KNOWLEDGE EVALUATION FORM 5.2

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. Which are the steps of the change cycle?
 - a. Needs assessment → Change Implementation → Change Evaluation → Sustain change
 - b. Needs assessment → Remove risks/barriers → Change Implementation
 - c. Needs Assessment → Change Implementation → Sustain Change → Change Evaluation
2. Which of the following is *NOT* an advantage of needs assessment analysis?
 - a. It's a systematic process to guide decision-making
 - b. It can be executed by anyone, regardless of their knowledge.
 - c. It can be scalable, depending on the project size, time frame or resources
3. What is defined as a “need” in a needs assessment analysis?
 - a. A gap between where the organization is now, and where it wants to be.
 - b. The difference between an organization’s current achievement and its desired accomplishments.
 - c. All of the above
4. When implementing change, what should the change agents do to foster a sense of *ownership and commitment*?
 - a. Employ a good leadership style and create the “right buzz”
 - b. Make sure they prioritize the initiatives appropriately, and understand the risks
 - c. Ensure that the right tasks are given to the right people (allocating resources)
5. A key factor of success for implementing change is the *allocation of “resources and capabilities.”* Which of the following *DOES NOT* belong in this process?
 - a. A clear definition of the roles and the expectations required by each individual.
 - b. The creation of a clear risk assessment for each of the assigned change goals.
 - c. The provision of continuous feedback and coaching to those involved.

6. Which of the following is a way of evaluating the success of a change plan?
 - a. Measurable outcomes (e.g., employee satisfaction)
 - b. Financial outcomes (e.g., generated profit)
 - c. Opinions of change stakeholders

7. What should we also pay attention to when evaluating a change plan that is not that evident?
 - a. The impact of the context on the change plan
 - b. The fact that feedback may change certain procedures that we have placed.
 - c. All of the above

8. According to the *machine metaphor*, how do we understand change?
 - a. As the clear set of measurable outcomes which can be monitored and evaluated throughout the process.
 - b. As the degree of effectiveness and efficiency of the information flow across the organization and its environment.
 - c. As a factor of key stakeholders' satisfaction, and change of policies.

9. What is the best paradigm-metaphor to use when considering change in an organization?
 - a. The machine metaphor
 - b. It depends on the type of change we wish to apply
 - c. The organism metaphor

10. Why is good leadership critical for effective change plan implementation?
 - a. Because they are the ones who decide what needs to be changed.
 - b. Because the leaders' high level of psychological investment will drive personal, and proactive action, thus fostering the right climate for change.
 - c. Because they can detect which factors (of both human and non-human nature) create problems and can remove them from the change process.

Expected answers 5.2.1ef

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