
Assessment

Managing Personal Change

Third Edition

Complete this book, and you'll know how to:

- 1) Understand the foundations of change mastery.
- 2) Identify the four phases of the Change CurveSM.
- 3) Create a positive attitude for change.
- 4) Enhance your personal power for approaching change.
- 5) Increase your support for change.



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Assessment Questions for *Managing Personal Change, Third Edition*

Select the best response.

1. People who do well with change do all of the following except:
 - A. Prepare for the change.
 - B. Act like nothing is going on.
 - C. Respond quickly.
 - D. Adopt new behaviors.
 - E. Create new thought patterns.
2. Some of the important changes in the workplace include the following, except:
 - A. Women make up 40% of the workforce.
 - B. Less than 5% of the working population is unionized.
 - C. 61 million Americans are retiring in the next 25 years.
 - D. 70% of the people over 25 do not have college degrees.
 - E. About 1/3 of recently appointed CEOs of Fortune 1000 companies have worked in three or more locations.
3. Which of the following is *not* an example of an empowering belief?
 - A. "I can make a difference."
 - B. "There can always be a better way."
 - C. "There is always a solution."
 - D. "Change is overwhelming."
 - E. "I've succeeded in the past and I'll succeed now."
4. Research on the impact of change on health showed:
 - A. People who suffered serious illness or accidents had a significant increase in life changes in the previous year.
 - B. People who suffered serious illness or accidents had a significant increase in life changes in the previous 3 years.
 - C. Life changes had no impact on serious illness or accidents.
 - D. Life changes had minimal impact on serious illness or accidents.
 - E. Some changes have more impact than others.

5. People respond to the phase of denial with all of the following ways, except:
 - A. "This can't be happening."
 - B. "I really hate what is going on."
 - C. "I'll wait until it blows over."
 - D. "I can't believe they are talking about change."
 - E. "It just needs a few minor adjustments."
6. Keys to succeeding during change include the following, except:
 - A. Listening to yourself
 - B. Working on lots of things at once
 - C. Focusing on a few things at a time
 - D. Reviewing your action plan daily
 - E. Taking time to set up new habits
7. The Chinese character for crisis contains two parts; identify them.
 - A. Denial-Resistance
 - B. Resistance-Exploration
 - C. Danger-Opportunity
 - D. Laughter-Sadness
 - E. Opportunity-Action
8. The commitment phase is characterized by the following behaviors, except:
 - A. Preparing for the next change
 - B. Acknowledging what has happened
 - C. Having renewed energy
 - D. Taking time to adapt to the new situation
 - E. Wishing they could go back to the way things were
9. All of the following can help you with change, except:
 - A. Identifying a plan
 - B. Recognizing your strengths and accomplishments
 - C. Practicing negative self talk
 - D. Creating a positive attitude
 - E. Acknowledging disruption
10. Increasing your personal power zone requires all of the following, except:
 - A. Taking risks
 - B. Operating when the outcome is uncertain
 - C. Always knowing what is going to happen
 - D. Pushing through embarrassment
 - E. Disrupting others expectations

11. The Tarzan Swing represents:
 - A. Moving too quickly through each of the phases of change
 - B. Jumping from denial to commitment
 - C. Mastering all the phases in sequence
 - D. Taking your time to swing through each phase
 - E. Stopping and starting many times
12. People who navigate change well do all of the following, except:
 - A. Acknowledge that things have change.
 - B. Develop a positive vision of the future.
 - C. Continue to blame others.
 - D. Go through each phase.
 - E. Experience two phases at once.
13. The following are predictable changes in a life cycle, except:
 - A. Graduation
 - B. Death of your parents
 - C. Changing jobs
 - D. Going on vacation
 - E. Health crisis
14. People who seek challenge have all of the following, except:
 - A. Confidence in their ability to set and reach goals
 - B. Lots of self doubt
 - C. Believe that you can accomplish what you set out to accomplish
 - D. Confidence in their ability to maintain their goals
 - E. Stay the course in the face of difficulties
15. Many “filters” effect how people experience change. Which one has the least impact?
 - A. Education
 - B. Gender
 - C. Age
 - D. Pets
 - E. Family history
 - F. Your gender

16. “Tin cupping” refers to:
- A. Measuring support to assess its value
 - B. Getting a little bit of support from lots of people
 - C. Planning an event all by yourself
 - D. Keeping others from contributing
 - E. Eliminating ideas that don’t work
17. All but one of the following contribute to a positive inner climate:
- A. Respecting yourself
 - B. Facing the future positively
 - C. Approaching change as an opportunity
 - D. Dwelling on gaps in your capabilities
 - E. Drawing on your reserves
18. Focusing on what you cannot do creates all these except:
- A. Burnout
 - B. Boredom
 - C. Frustration
 - D. Excitement
 - E. Fatigue
19. Some of the patterns that may be disrupted by change:
- A. Eating
 - B. Commuting
 - C. Birthdays
 - D. Social interaction
 - E. Self-care habits
20. Which one of the following is *not* an example of a limiting belief?
- A. “I can do this.”
 - B. “They don’t care.”
 - C. “No one will help me.”
 - D. “I just can’t learn this.”
 - E. “The future is going to get worse.”
21. Social support comes from the following sources, except:
- A. Family
 - B. Online friends
 - C. Work colleagues
 - D. Books
 - E. Professional counselors

22. Saying a “good good-bye” requires all the following, except:
- A. Letting yourself feel the loss
 - B. Acknowledging what has changed
 - C. Acting as if nothing has changed
 - D. Feeling upset
 - E. Evaluating the change with all the information
23. Support networks can provide all the following, except:
- A. Relevant information
 - B. New ideas
 - C. Sense of camaraderie
 - D. Emotional support
 - E. A place to show weakness
24. The personal power grid helps you:
- A. Focus on what you can control.
 - B. Focus on things that overwhelm you.
 - C. Focus on what you can’t change.
 - D. Focus on more things to worry about.
 - E. Focus on risky behavior.
25. Not taking actions on things you can control leaves you experiencing all the following, except:
- A. Helpless
 - B. Hopeless
 - C. Exhausted
 - D. Beaten down
 - E. Exhilarated
26. Taking risks allows you to do all the following, except:
- A. Pick yourself up and start over.
 - B. Consider yourself unworthy.
 - C. Learn and rebound.
 - D. Be able to move toward an uncertain outcome.
 - E. Tolerate embarrassment and learning.

27. Social support has been shown to affect all the following, except:
- A. Mental well-being
 - B. Endurance of stressful events
 - C. Athletic ability
 - D. Sense of belonging
 - E. Increased self-worth
28. Resistance to change is created by all the following, except:
- A. Loss of control
 - B. Disrupted expectations
 - C. Having close friends
 - D. Feeling anxious
 - E. Not having enough information
29. Activating your social support has all the following affects, except:
- A. Make you more beautiful.
 - B. Increase your knowledge.
 - C. Build your resources.
 - D. Find friends.
 - E. Get job contacts.
30. According to research on hardiness during change, there are four approaches that help people become change masters, except:
- A. Understand the big picture of what is going on.
 - B. See change as a challenge.
 - C. Tell everyone how bad it is.
 - D. Focus attention on areas of control.
 - E. Ask for help and support.
31. Branching-Chain networking is designed to do all the following except:
- A. Build contacts beyond your current network.
 - B. Exhaust you.
 - C. Expand your sources of support.
 - D. Connect with people you don't know.
 - E. Move you out of your comfort zone.

32. The four major categories of change that affect people are the following, except:
- A. Economic-market trends, global financial markets
 - B. Recreation-wellness, health, and vacations
 - C. Environmental-resource depletion, climate change
 - D. Social-level of education, family patterns
 - E. Cultural-religious beliefs, consumption patterns
33. Change masters develop all of the following, except:
- A. Gather information.
 - B. Develop a bias for action.
 - C. Want to be told what to do.
 - D. Focus on something they can do something about.
 - E. Look for opportunities.
34. “Question of the week” is designed to do all the following, except:
- A. Expand your resources.
 - B. Increase your knowledge.
 - C. Connect you with people you don’t know.
 - D. Start an interesting conversation.
 - E. Reduce your sense of possibility.
35. The Mastery zone represents the following, except:
- A. Feeling in control
 - B. Feeling out of control
 - C. Feeling good
 - D. Feeling powerful
 - E. Feeling strong
36. The “21 day rule” applies to:
- A. The length of time needed to make a new friend.
 - B. The time it takes to get new resources in change.
 - C. How long it takes to create a habit.
 - D. The number of days required to resist change.
 - E. How long you should block upsetting thoughts.
37. To smooth relationships during change, all of the following apply, except:
- A. Clarify how the new situation changes the relationship.
 - B. Reestablish expectations.
 - C. Acknowledge what has changed.
 - D. Act as if nothing has changed.
 - E. Check in frequently.

38. The 4 phases of the Change CurveSM are:
- A. Resisting, Rejoicing, Reflecting, Renewing
 - B. Rejecting, Regretting, Rethinking, Reflecting
 - C. Denying, Taking action, Engagement, Connection
 - D. Denying, Resisting, Exploring, Committing
 - E. Coherence, Challenge, Control, Connection
39. Ceaseless striving is characterized by all of the following except:
- A. Frustration
 - B. Anger
 - C. Upset
 - D. Relief
 - E. Trying to change the unchangeable
40. Becoming a change master requires the mastery of all the following, except:
- A. Developing new skills
 - B. Seeing out new people/relationships
 - C. Making sure you don't act till you have all the information
 - D. Pushing yourself beyond your comfort zone
 - E. Learning to act without all the information
41. The following are all ways you can support your network, except:
- A. Stay in touch.
 - B. Overwhelm your friends.
 - C. Be a good listener.
 - D. Forgive others' faults.
 - E. Show gratitude.
42. Action planning is important because for all the following reasons, except:
- A. It makes you commitment-specific.
 - B. It identifies key resources.
 - C. It helps you acknowledge your accomplishments.
 - D. It helps you see your progress.
 - E. It shows you how much further you have to go.

43. Taking action on things you cannot control leaves you feeling all the following, except:
- A. Frustrated
 - B. Ecstatic
 - C. Angry
 - D. Overwhelmed
 - E. Exhausted
44. All of the following always react better to change, except:
- A. Younger people
 - B. People who take risks
 - C. People with more resources
 - D. People who take action
 - E. People with a positive history of making changes
45. The following are elements of change hardiness:
- A. Coherence, Challenge, Cheering, Condolence
 - B. Connection, Coherence, Resisting, Challenging
 - C. Challenge, Resisting, Cheering, Connecting
 - D. Commitment, Challenge, Control, Connection
 - E. Cheering, Focus, Resisting, Denying
46. Rumors provide all the following, except:
- A. Information you need.
 - B. Build positive responses to change
 - C. Create action-oriented information.
 - D. Distraction.
 - E. Opportunities to get support from others.
47. Some of the signs of resistance include the following, except:
- A. Teamwork
 - B. Complaining
 - C. Getting sick
 - D. Blaming others
 - E. Anger

48. The following are all ways to rethink your limiting beliefs, except:
- A. Take responsibility for your actions.
 - B. Experiment with new actions.
 - C. Don't talk to other people.
 - D. Rehearse positive imagery.
 - E. Create affirmations.
49. The zigzag represents:
- A. Leaping ahead of yourself
 - B. Experiencing two phases of change at the same time
 - C. Stopping and starting the change over and over
 - D. Not making progress, being stuck
 - E. Not being able to see into the next phase
50. The Power GridSM helps you identify the following elements.
- A. Risk zone and influence zone
 - B. Risk zone and challenge zone
 - C. Risk zone and take charge zone
 - D. Take action zone and failure zone
 - E. Take charge zone and action zone

Assessment Answer Key for Managing Personal Change, Third Edition

Recommended response (Corresponding workbook page)

1. B (9)	14. B (49)	27. C (72)	40. C (17)
2. A (9)	15. D (32)	28. C (38)	41. B (76)
3. D (53)	16. B (86)	29. A (77)	42. E (3)
4. A (13)	17. D (50)	30. C (23)	43. B (64)
5. B (34)	18. D (61)	31. B (81)	44. A (32)
6. B (3)	19. C (16)	32. B (9)	45. D (23)
7. C (33)	20. A (56)	33. C (59)	46. E (88)
8. E (35)	21. D (72)	34. E (81)	47. A (34)
9. C (49)	22. E (52)	35. B (65)	48. C (56)
10. C (66)	23. E (72)	36. C (3)	49. B (41)
11. B (39)	24. A (64)	37. D (89)	50. A (64)
12. C (33)	25. E (64)	38. D (33)	
13. D (29)	26. B (66)	39. D (64)	