

# Assessment

# *Managing Personal Change*

*Revised Edition*

The objectives of this book are:

- To communicate the impact of personal change
- To explain new skills for navigating change successfully
- To explore ways to enhance your personal power
- To demonstrate how to build and maintain positive attitudes toward change

■ CRISP<sub>series</sub>

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## **Assessment Questions for Managing Personal Change, Revised Edition**

*Select the best response.*

1. The rate of change today is:
  - A. Short with long plateaus of stability
  - B. Continual with shorter rest periods
  
2. During periods of change, you should pay attention to signals from your:
  - A. Body
  - B. Mind
  - C. Feelings
  - D. All of the above
  - E. B and C
  
3. Today, security means being at the center of an organization and not taking chances or rocking the boat.
  - A. True
  - B. False
  
4. Cultivating a good network will help you:
  - A. Get information
  - B. Ask for help
  - C. Gain new contacts
  - D. All of the above
  - E. A and C
  
5. Network relationships can be with people you do not know well personally.
  - A. True
  - B. False

6. People can get stuck in the *Transition Curve* by:
  - A. Trying to breeze through a change without going through all the phases
  - B. Not moving through the change and not getting to commitment
  - C. Both of the above
  
7. To avoid “ceaseless striving” you should:
  - A. Avoid making difficult decisions
  - B. Resist letting go of a role
  - C. Do something you might fear
  - D. All of the above
  - E. None of the above
  
8. A good way to think about how a change will affect how you do things is to:
  - A. Compare the old way of doing things with the new way
  - B. Focus on how to do the new things even better
  - C. Let yourself feel the loss of the old way, then let go and move on
  - D. All of the above
  - E. B and C
  
9. When you feel like you’re going through the resistance and exploration phases several times before moving to commitment, you are experiencing:
  - A. The Zigzag
  - B. The Tarzan Swing
  
10. Younger people can adapt to change more easily.
  - A. True
  - B. False
  
11. To become a change master, you must:
  - A. Study and develop new technical and human skills
  - B. Push yourself beyond your comfort zone
  - C. Wait until you have all the information you need before acting
  - D. All of the above
  - E. A and B

12. *Tin cupping* means:

- A. Talking about your ideas
- B. Brainstorming with others
- C. Picking up a little bit of support from everyone you meet
- D. All of the above
- E. A and B

13. It is helpful to realize that people who may seem resistant to new circumstances are not resisting change, they are resisting loss.

- A. True
- B. False

14. A change master increases his personal power by:

- A. Concluding that nothing can be done if one avenue is blocked
- B. Sitting and waiting for opportunities to come
- C. Taking an active approach to change
- D. All of the above
- E. None of the above

15. Visioning involves:

- A. Developing a clear image of how things would be after the change
- B. Working backward to see what should happen to lead to the outcome
- C. Creating as positive an image as you can for what you imagine
- D. All of the above
- E. A and C

16. During the resistance phase of transitioning through change you:

- A. Mourn the past more than prepare for the future
- B. Start clarifying goals and experimenting with new possibilities
- C. Refuse to recognize information about the change
- D. Focus on a new course of action

17. To become “change-hardy” you must:
- A. Learn to span boundaries across different parts of the company
  - B. Go beyond your immediate job to where the problems are
  - C. Keep challenging yourself and not become too comfortable
  - D. All of the above
  - E. None of the above
18. Beliefs are learned when you are young, but you can rethink and change your beliefs as you mature.
- A. True
  - B. False
19. *Mastery* is when you:
- A. Take action on things you can control
  - B. Try to affect things beyond your control
  - C. Don't take action on things you could control
  - D. Don't try to influence things beyond your control
20. An example of a limiting belief is:
- A. I can't do this.
  - B. The future is going to get worse.
  - C. The company can't change.
  - D. All of the above
  - E. None of the above
21. During times of change, it is important to operate as in the past to keep working relationships stable.
- A. True
  - B. False
22. To increase your personal power during change, focus on things you can control.
- A. True
  - B. False

23. You can control your reactions to change by:
- A. Talking to others during the change process
  - B. Asking for help and support
  - C. Practicing physical self-care
  - D. All of the above
  - E. A and B
24. The best way to respond to a change in your work environment is to:
- A. Do everything you can to hold on to your job
  - B. Take a defensive attitude and assume the change will make things worse
  - C. Focus your thoughts on what you can do to make a difference
  - D. All of the above
  - E. A and C
25. Going to others for support during a change situation is a good way to diminish pressure and regain perspective.
- A. True
  - B. False

**Answer Key for  
Managing Personal Change, Revised Edition**

*Recommended response (Corresponding workbook page)*

- |           |            |            |               |            |
|-----------|------------|------------|---------------|------------|
| 1. B (3)  | 6. C (33)  | 11. E (13) | 16. A (28-29) | 21. B (74) |
| 2. D (8)  | 7. C (58)  | 12. D (72) | 17. D (14)    | 22. A (41) |
| 3. B (14) | 8. E (44)  | 13. A (32) | 18. A (49)    | 23. D (16) |
| 4. D (65) | 9. A (35)  | 14. C (53) | 19. A (57)    | 24. C (42) |
| 5. A (71) | 10. B (26) | 15. D (36) | 20. D (45)    | 25. A (61) |