

Change Management Practice Test Questions and Answers

1. In the ADKAR model, what does 'K' represent?

- A) Knowledge of how to change
- B) Key performance indicators
- C) Kickoff planning steps
- D) Knowledge management systems

2. In the ADKAR model, what does 'R' represent?

- A) Results
- B) Readiness
- C) Reinforcement
- D) Resilience

3. The change process has three stages, which are:

- A) Adjustment, unfreezing and refreezing
- B) Unfreezing, adjustment and refreezing
- C) Adjustment, re-adjustment and unfreezing
- D) Adjustment, unfreezing and re-adjustment

4. What does a 'change impact assessment' evaluate?

- A) The financial ROI of the change project
- B) The degree to which the change will affect people, processes, systems, and roles across the organization
- C) The implementation timeline for the change project
- D) The technical risks of deploying new systems

Answers: 1-A 2-C 3-A 4-B

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