



Managing Change Assessment Answer Key

Name: _____

Date: _____

1. How can I tell that I am ready to begin again?
 - A. I am waiting for something to happen so that I don't need to make a decision.
 - B. I am overwhelmed and can't think about the future.
 - C. *I am moving forward by setting goals and choosing a strategy*
2. The change process consists of: shock, resistance, exploration, action and commitment. Match each phase with its description.

<u>C.</u> Shock	A. A barrier to healthy adapting change consisting of a five stage process.
<u>A.</u> Resistance	B. During this phase of the process, you're busy setting goals, choosing a strategy, developing support and moving forward.
<u>D.</u> Exploration	C. An initial feeling of numbness.
<u>E.</u> Action	D. This is a time to challenge yourself and be creative.
<u>B.</u> Commitment	E. During this phase of the change process, you are ready to make something happen.
3. Which type of change is easier to make?
 - A. *A self-chosen change.*
 - B. A change that someone else initiates.
4. The three major forces of change include people, technology and information.



5. Which of the following defines Resistance?
 - A. *A barrier to healthy adaptation to change consisting of a five stage process.*
 - B. During this segment of the process you're busy setting goals, choosing a strategy, developing support and moving forward.
 - C. An initial feeling of numbness.
6. How can I tell that I am accepting what I cannot change?
 - A. I am living in the past.
 - B. *I realize that the clock cannot be turned back, no matter how much I hope and wish.*
 - C. I refuse to do things differently.
7. What should you do if you doubt your ability to handle change?
 - A. Avoid comparing yourself to other people.
 - B. Be patient with yourself.
 - C. Be patient with others.
 - D. *All of the above.*
8. How can I tell that I am changing what I can?
 - A. *I am exploring new options, reflecting on past experiences and letting new desires emerge.*
 - B. I can't see any new options.
 - C. All I can think of is what I am losing.



9. Which of the following defines the Commitment segment of the change process?
- A. A barrier to healthy adaptation to change consisting of a five stage process.
 - B. *During this segment of the process you're busy setting goals, choosing a strategy, developing support and moving forward.*
 - C. An initial feeling of numbness.
10. What should you do if you feel overwhelmed during a change?

Possible answers include:

Take time out to refocus.

Determine priorities.

Set realistic goals.

Learn from failures.