



Exam Name – Certified Problem and Change Manager (CPCM)[™]

Exam Code – CPCM-001

Sample Exam

(Question): Which of the following does not represent a category of reactions to change?

- (A): The Early Adopters
- (B): The Diehards
- (C): The Late Majority
- (D): The Eager Beavers

(Correct): D

(Question): In which phase of change do we lack orientation to the past or future?

- (A): Ending
- (B): Neutral
- (C): Beginnings
- (D): None of the Above

(Correct): B



(Question): At the beginning of a new change, what kind of leadership do people need?

- (A): Vision and purpose
- (B): Goals and plans
- (C): A combination of both
- (D): None of the Above

(Correct): A

(Question): True or False: Doing something physical, like getting some exercise, can help you lower your stress levels.

- (A): True
- (B): False

(Correct): A

(Question): True or False: Acknowledging reactions will help people move through the change.

- (A): True
- (B): False

(Correct): A



(Question): What stress management techniques can you use during a change?

- (A): Humor
- (B): Music
- (C): Exercise
- (D): All of the above

(Correct): D

(Question): Which of the following items is not one of Conner's keys to resiliency?

- (A): Energized
- (B): Positive
- (C): Focused
- (D): Flexible

(Correct): A

(Question): What percentage of people must adopt a change for it to be unstoppable?

- (A): 10%
- (B): 20%
- (C): 50%
- (D): 90%

(Correct): B