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**QUESTION 1**

The change curve shows the range of emotions experienced by people when facing change. One of the axes on the graph is Time; what is the other axis?

- A. Fear.
- B. Self-esteem.
- C. Anger.
- D. Shock.

Correct Answer: B

QUESTION 2

A process model has been produced which includes diamond-shaped symbols. What does this diamond-shaped symbol represent in the model?

- A. A document.
- B. An event.
- C. A manual process.
- D. A decision.

Correct Answer: D

QUESTION 3

The Business Activity Model shows the doing activities of a business system. Which element of CATWOE do these activities relate to?

- A. Transformation.
- B. Actors.
- C. Environment.
- D. Owner.

Correct Answer: A

QUESTION 4

Which of the following would BEST be managed with the "keep satisfied" stakeholder management strategy?



- A. Those with high power/influence and no interest in the project.
- B. Those with high power/influence and some interest in the project.
- C. Those with some power/influence and high interest in the project.
- D. Those with some power/influence and some interest in the project.

Correct Answer: B

QUESTION 5

Which stage of Isaksen and Treffinger's creative problem-solving model is concerned with analyzing the opinions and concerns to identify how information can be quantified?

- A. Mess finding.
- B. Data finding.
- C. Problem finding.
- D. Idea finding.

Correct Answer: B

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