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Question: 1

What is the last stage of team formation?

- A. Adjourning
- B. Forming
- C. Performing
- D. Setting-up

Answer: A

Question: 2

There is a challenge that teams may operate in silos.

What is a recommendation that management should do to overcome this challenge?

- A. Implement one-on-one meetings between team members
- B. Provide team-building activities for each team
- C. Reward teams who achieve their goals ahead of target
- D. Share information on the organization's strategies

Answer: D

Question: 3

Successful expectation management depends on developing a clear vision of what is expected.

How can this clarity be achieved?

- A. Ensure that detailed SLA documentation is available
- B. Report achievement against agreed targets
- C. Set boundaries and provide a structure for delivery
- D. Under-promise and over-deliver

Answer: C

Question: 4

What is one of the five components that should be considered in communication?

- A. Delivery mechanism
- B. Intention
- C. Perception
- D. Scope

Answer: A

Question: 5

What is the first important step in the Kotter's Organizational Change Management (OCM) model?

- A. Build a guiding coalition
- B. Create a sense of urgency
- C. Generate short-term wins
- D. Institute change

Answer: B

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