

Exam Name - Certified Problem and Change Analyst (CPCA)

Sample Exam

1. According to Bridges' model, someone in the 'neutral zone' during change is:

- A. Excited about the future
- B. Still grieving the past
- C. In transition between old and new
- D. Resistant and angry

Answer **C**

2. A stakeholder resists a change due to fear of job loss. What's your best approach?

- A. Enforce change through formal mandates
- B. Educate them about benefits and how roles will adapt
- C. Avoid involving them to reduce resistance
- D. Assign new tasks to keep them busy

Answer **B**

3. Why is problem-solving with a group often more effective than alone?

- A. Slows decision-making
- B. Introduces diverse perspectives and buy-in
- C. Reduces ownership
- D. Makes implementation easier

Answer **B**

4. During stress from rapid change, which is a positive coping strategy?

- A. Blaming others
- B. Open communication and resilience-building
- C. Withdrawing from the project
- D. Ignoring changes until forced

Answer **B**

5. Which activity most helps unlock intrinsic motivation?

- A. Offering incentive-based pay
- B. Encouraging autonomy, purpose, and mastery
- C. Setting stricter performance monitoring
- D. Regular stakeholder presentations

Answer **B**

6. You've identified several potential solutions. To choose one, you first:

- A. Use SWOT analysis
- B. Immediately prototype them
- C. Estimate cost, benefit, and risk
- D. Communicate all ideas to leadership

Answer **C**