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**WGU C208 CHANGE MANAGEMENT AND INNOVATION EXAM  
NEWEST ACTUAL EXAM WITH COMPLETE QUESTIONS AND  
CORRECT VERIFIED ANSWERS (DETAILED ANSWERS) ALREADY  
GRADED A+ 100% GUARANTEED TO PASS CONCEPTS!!**

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Which three individuals within an organization could play the role of change agent

- ✓✓ANSWER✓✓->>>>>>>ceo

consultant

employee

Which of the eight steps described by Kotter is the first step a change leader takes when implementing a change - ✓✓ANSWER✓✓->>>>>>>Establishing a sense of urgency

Place the stages of Everett Roger's Diffusion of Innovation model in order from 1 (earliest stage) to 5 (latest stage) - ✓✓ANSWER✓✓->>>>>>>knowledge

persuasion

decision

implementation

confirmation

The head of human resources of a large company is considering changes to the employee benefits program but is unsure how the employees will respond to these changes

Which type of change model should this person employ? - ✓✓ANSWER✓✓-

>>>>>>>Descriptive

Which two statements characterize low end disruption - ✓✓ANSWER✓✓-

>>>>>>>it is an innovation that is good enough

it evolves over time into a product with more features

Which approaches would be appropriate for communicating change initiatives?

Choose 2 answers - ✓✓ANSWER✓✓->>>>>>>Communicating change initiatives through email

Explaining why the change is needed

What is essential for a leader to communicate when undertaking organizational change? - ✓✓ANSWER✓✓->>>>>>>a consistent vision of the end result of the change

how should training be viewed during organizational change - ✓✓ANSWER✓✓-

>>>>>>>as a worthwhile investment in a successful transition

How can a leader connect with employees to help sustain organizational change? -

✓✓ANSWER✓✓->>>>>>>offering positive feedback

Which approach is proven and effective in using reinforcements to sustain change? - ✓✓ANSWER✓✓->>>>>>>>Directing leaders to focus on profit-driven goals, market share, and employee satisfaction

What is a common cause for the failure of organizational change - ✓✓ANSWER✓✓->>>>>>>>unclear goals

Which role does creative tension play in organizational change according to Peter Senge? - ✓✓ANSWER✓✓->>>>>>>>It drives people to bring reality in line with their vision

which emotion is prevalent among almost all employees during the process of organizational change? - ✓✓ANSWER✓✓->>>>>>>>anger

which practice can lead to unconscious resistance to attempts at organizational change? - ✓✓ANSWER✓✓->>>>>>>>tiring staff with unrelated demands

how can leaders effectively address resistance to change through communications - ✓✓ANSWER✓✓->>>>>>>>by being consistent, open, and empathetic

How do mental model impact individuals' responses to organizational change according to Black and Gregersen? - ✓✓ANSWER✓✓->>>>>>>>Mental models can become barriers that prevent stakeholders' from perceiving the need for change

Which scenario is an example of one of Black and Gregersen's strategies for overcoming barriers to change - ✓✓ANSWER✓✓->>>>>>>>A CEO champions a change process by both accepting responsibility and providing clear metrics for the change initiatives

How should leaders view difficult questions and serious concerns from employees about change initiatives - ✓✓ANSWER✓✓->>>>>>>>as indications that the leadership team has failed to plan appropriately

How is responding to change resistance in the non-profit sector different from in the private sector? - ✓✓ANSWER✓✓->>>>>>>>many employees are strongly committed to organizations mission.

case study:

How could the management team at the pharmaceutical company better implement the change - ✓✓ANSWER✓✓->>>>>>>>hire and outside consulting firm to help lead the change initiative

What are the most essential skills required by the leader of an organization experiencing revolutionary change? - ✓✓ANSWER✓✓->>>>>>>>directive and decisive guidance

what is most important when leading an organization through disruptive change - ✓✓ANSWER✓✓->>>>>>>>cooperation

which question must be asking in forming a contingency plan for a change initiative? - ✓✓ANSWER✓✓->>>>>>>>what if