



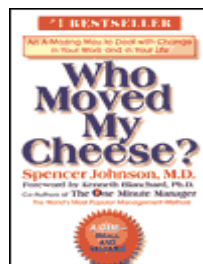
FINAL EXAM

Course # 311004 Change Management

based on the book:

Who Moved My Cheese?: An Amazing Way to Deal with Change in Your Work and in Your Life

by: Spencer Johnson, M.D. (1998)



8 CPE Credit Hours
Management

This exam sheet is made available for your convenience in answering questions while offline. Please note that you will still need to enter your answers on the online exam sheet for grading. Instructions are provided at the end of this document.

Chapter 1 - Parts of All of Us

Chapter 2 - The Story Behind the Story

Chapter 3 - A Gathering: Chicago

Chapter 4 - The Story of Who Moved My Cheese?

1. In the beginning, the mice and littlepeople shared this in common:

- They thought alike
- They used similar techniques to find cheese
- They were logical
- Everyday they raced out into the maze looking for their favorite cheese

2. The mice remained prepared while the littlepeople became comfortable and lazy.

- TRUE
- FALSE

3. Happiness for the littlepeople while at Cheese Station C was contingent on having cheese.

- TRUE
- FALSE

4. To the littlepeople, cheese became something that they deserved, a "right" that they should not be denied.

- TRUE
- FALSE

5. Hem and Haw's confidence grew into the arrogance of success.

TRUE
 FALSE

6. Sniff and Scurry were surprised to find Cheese Station C empty.

TRUE
 FALSE

7. The mice's initial reaction to finding Cheese Station C empty was:

To place blame on whoever had moved the cheese
 To analyze the situation
 The situation had changed, so they decided to change
 To pout

8. Hem and Haw had noticed the small changes occurring in Cheese Station C and were not surprised when the cheese was moved.

TRUE
 FALSE

9. The more important your cheese is to you, the more you want to hold on to it.

TRUE
 FALSE

10. Hem and Haw wasted valuable time trying to discern the cause of the change.

TRUE
 FALSE

11. Many people feel as the littlepeople did, thinking they were "special" and shouldn't be treated this way.

TRUE
 FALSE

12. Denying that changes had occurred, the littlepeople lost sleep, had less energy and became irritable.

TRUE
 FALSE

13. Fear keeps us from changing.

TRUE

FALSE

14. Haw used his imagination to paint a believable picture of where he wanted to be. As he did this, he began to feel better.

TRUE

FALSE

15. Sometimes things change and they are never the same again. That's life!

TRUE

FALSE

16. A key moment occurred when Haw was able to laugh at himself.

TRUE

FALSE

17. Fear can be good.

TRUE

FALSE

18. The message Haw left for Hem was:

Change is easy

If you do not change, you can become extinct

Feel the fear and do it anyway

Friends are forever

19. A great question to motivate yourself is "What would you do if you weren't afraid?".

TRUE

FALSE

20. Haw decided to stay alert and use his instincts to sense change and to adapt to it.

TRUE

FALSE

21. "They keep moving the cheese" means that change is inevitable.

TRUE

FALSE

22. "Get ready for the cheese to move" means that you should anticipate change.

TRUE

FALSE

23. "Smell the cheese often so you know when it is getting old" implies that you should monitor change and be ready to adapt to it.

TRUE

FALSE

24. As Haw began to move, he trusted what lay ahead for him even though he didn't know exactly what it was.

TRUE

FALSE

25. "Move with the cheese" means:

Follow others

Do what is expected of you

Don't get left behind

Change

26. Haw's moving in a new direction freed him.

TRUE

FALSE

27. Movement in a new direction, any direction, is a step in the right direction.

TRUE

FALSE

28. Moving beyond your fear:

Is easy

Is not always smart

Frees you

Is wise

29. Change does not always lead to something worse, it in fact can lead to something much better.

TRUE

FALSE

30. Imagining myself enjoying new cheese even before I find it, makes the journey more difficult.

TRUE

FALSE

31. The quicker you let go of old cheese, the sooner you find new cheese.

TRUE

FALSE

32. Haw determined that it was safer to search in the maze than to remain in a cheeseless situation.

TRUE

FALSE

33. Change is unnatural.

TRUE

FALSE

34. Old beliefs do not lead you to new cheese.

TRUE

FALSE

35. It is crazy to think that doing the same old things will produce different results.

TRUE

FALSE

36. When you see that you can find and enjoy new cheese, you change course.

TRUE

FALSE

37. Simply believing that you'll find new cheese, changes your course.

TRUE

FALSE

38. You do not need to overcomplicate matters or confuse yourself with fearful thoughts.

TRUE

FALSE

39. The biggest inhibitor to change:

Is peer pressure

Lies within yourself

Is laziness

Is ignorance

40. There is always new cheese out there whether you recognize it or not.

TRUE

FALSE

Chapter 5 - A Discussion: Later That Same Day

Instructions for Submitting Answers Online:

- Sign In at www.ApexCPE.com
- Click the "My CPE" tab at the top of the page.
- Click "My CPE Courses".
- Find the current CPE year and click "Go to My Courses".
- Find this course and click the "Go to Course" link.
- Step 2 on the Course Syllabus page is "Take the Final Exam". Click the "Begin Final Exam" link.
- Enter your answers on the online exam sheet.
- Click the "Grade Exam" button at the bottom of the page. Your exam will be graded automatically. If your score exceeds 70%, a "Create Certificate" button will display. Otherwise, you may continue to retake the exam until you pass.
- A short evaluation page will display. Please provide your feedback for the course.
- Once the evaluation is complete, click the "Submit Evaluation & Create Certificate"

button at the top of the page.

- *You may print your Certificate of Completion by selecting File Print from your browser. Certificates remain online for at least five years from the certificate date.*

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