Support **cultural change and transformation** to create a customer-focused, high performance, adaptive organization.

**Question 1**
Which of the following is **NOT** a technique used to change a culture?

1. Changing the values of a company
2. Reinforcing the values of a company
3. Changing behaviors of individuals in the company
4. Changing employee beliefs about the core values

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Evaluate different **strategic alternatives** to create a uniqueness that creates value for their customers and a competitive advantage for the organization.

**Question 2**
It is the strategic planning facilitator's role to

1. Lead participants toward the most profitable solutions for the company.
2. Evaluate participant values in relation to the company's value statements.
3. Evaluate the company's offerings as compared to those of their competitors.
4. Ask thought-provoking questions to help participants seek alternatives.

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Facilitate the art of strategy identification, evaluation, and selection.

**Question 3**
Which of the following is **LEAST** important with respect to successful implementation of a strategic plan?

1. Creation of an organization-wide strategic plan
2. Integration of the strategic plan with annual operating plans and budgets
3. Integration of strategic plans with the accounting and financial reporting systems
4. Cascading of plans to the organization's performance and rewards management system

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Facilitate reward and accountability systems at all levels to support the change initiative.

**Question 4**
Why is it **most** important to have both accountability and rewards to support the change initiative?

1. Accountability ensures that good performance is a reward in itself
2. Accountability without rewards can feel like punishment when change is uncomfortable
3. Rewards reinforce positive aspects of strategic change so accountability is not needed
4. Accountability and rewards help change be accepted and implemented
The roles of the key others the Strategic Planning Professionals and Strategic Management Professionals will interact with, including the Board of Directors, CEO, Sr. Management Team, Line Managers and SBU's

Question 5  The primary responsibility for plan development and implementation rests with
1. The planner.
2. Line management.
3. The chief financial officer.
4. The chief executive
Answer Key*

#1 = 1
#2 = 4
#3 = 3
#4 = 4
#5 = 4

* Note: These questions will not be on the exam. The exam will not include showing the Body of Knowledge Content Areas (for example, Strategic Leader) and their task codes (for example, 1.5.5). They are shown here for you to see the connection from the Body of Knowledge to the exam itself.