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ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	• Ethics: This section measures skills of Change Managers and Compliance Officers and focuses on demonstrating ethical behavior in change management. It covers promoting honesty, responsibility, fairness, respect, and advancing the discipline, while supporting practitioners within the change management community.
Topic 2	• Evaluate Change Impact and Organizational : This section of the CCMP exam measures skills of Change Managers and Organizational Development Specialists and covers assessing the need for change, defining desired outcomes, identifying stakeholders and sponsors, evaluating organizational culture, capacity, and readiness, and analyzing risks, communication, and learning requirements to ensure successful change adoption.
Topic 3	• Develop and Gain Approval for the Comprehensive Change Management Plan: This section assesses skills of Change Managers and Project Managers and covers preparing detailed plans for all aspects of change management, including resources, communication, sponsorship, stakeholder engagement, learning, measurement, sustainability, and integration with project management. It also includes obtaining approval and establishing feedback mechanisms.

ACMP Global Certified Change Management Professional Sample Questions

(Q35-Q40):

NEW QUESTION # 35

How does metric tracking support and sustain change that has been implemented?

- A. Ensures staff are motivated to adopt change if they know their reactions will be tracked
- **B. Provides short-term evidence of change progress and results**
- C. Guides the development of policies and procedures
- D. Provides content for a rewards and recognition program

Answer: B

Explanation:

Metric tracking serves as an early warning and feedback mechanism. ACMP requires tracking adoption, usage, and benefits to provide short-term evidence of whether the change is progressing. These insights enable corrective actions, communication reinforcement, and sponsor engagement. Rewards (B) and policies (C) may be influenced by metrics, but their core value lies in showing progress and results that support sustainability. Option A is incorrect because tracking is not for motivation but for monitoring and guiding decisions.

(Reference: ACMP Standard, Process Group 4 - Measurement and Benefits Realization Plan; Activities: Track progress and adoption using defined metrics.)

NEW QUESTION # 36

What are the two inputs in a change impact and readiness strategy that are critically important?

- A. Stakeholder engagement strategy and sponsor's budget
- B. Stakeholder engagement and resource plan
- C. Stakeholder engagement strategy and impact results
- **D. Stakeholder engagement strategy and change impact assessment**

Answer: D

Explanation:

ACMP identifies change impact assessment and the stakeholder engagement strategy as the two key inputs for readiness strategy. Impact assessment determines the depth and scope of change; engagement strategy ensures stakeholders are identified and prepared. Together, these inputs guide readiness activities and tailor interventions. Budget, resource plans, or impact "results" are supportive but not the primary critical inputs.

(Reference: ACMP Standard, Process Group 2 - Change Impact and Readiness Strategy; Inputs: Stakeholder engagement strategy and impact analysis.)

NEW QUESTION # 37

Completing the change management effort should include which of the following actions to evaluate the outcomes of the change initiative against the change objectives?

- **A. Compare the outcomes of the change management effort against the change objectives set at the beginning of the change effort**
- B. A competency review of employees to ensure that they have the confidence to adopt the new direction of their role in the organization
- C. An assessment of the sponsor's effectiveness as a sponsor for the change effort
- D. A review and assessment of the change lead's performance in leading the change initiative

Answer: A

Explanation:

ACMP requires a formal evaluation of outcomes against objectives as part of closure. This ensures accountability, provides evidence of success, and informs future projects. Reviewing the change lead (A), employee competencies (B), or sponsor effectiveness (C) may contribute to lessons learned but do not represent the core closure evaluation. The correct evaluation step is option D.

(Reference: ACMP Standard, Process Group 5 - Close; Activity: Evaluate outcomes compared to initial objectives.)

NEW QUESTION # 38

Which risk would make it difficult for an employee to understand what is changing, how it benefits the organization, and how it will affect her daily job?

- A. Case for change is weak
- B. Inadequate change planning
- C. Inadequate assessment of behavior change
- D. Sponsor not actively involved

Answer: A

Explanation:

If the case for change is weak, employees struggle to understand why the change is necessary, how it benefits the organization, and what it means for their daily work. ACMP stresses that articulating a compelling case for change is foundational for awareness and buy-in. Inadequate planning (D) or behavior assessment (C) cause other risks, and weak sponsorship (A) compounds resistance, but the direct barrier to understanding is a weak case for change.

(Reference: ACMP Standard, Process Group 2 - Formulate; Activity: Define the case for change to establish rationale and benefits.)

NEW QUESTION # 39

What condition should be met before a change initiative is considered final and complete?

- A. An education plan for new employees
- B. Translate the obtained change results into an effective business operation plan
- C. A document demonstrating the transfer of the change outcomes to the appropriate stakeholder operational owners
- D. Translate the obtained change results into a stakeholder satisfaction survey

Answer: C

Explanation:

Closure requires formal transfer of outcomes to operational owners. ACMP explains this ensures sustainability by embedding responsibility into business operations. Business operations planning (A), surveys (C), and education plans (D) may support continuity, but the required condition for closure is documented transfer of ownership. Without this, the change may revert or fail to sustain. Thus, option B aligns with ACMP best practices.

(Reference: ACMP Standard, Process Group 5 - Close; Activity: Transfer ownership of outcomes to operational resources.)

NEW QUESTION # 40

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