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**ACMP-CCMP Exam | Questions
and Correct Answers | Latest
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Evaluate Change Impact and Organizational Readiness **Answer:** The processes in this group are designed to assess, evaluate, and anticipate an organization and its stakeholders' readiness, ability, and capacity to undergo a transition from the current state to a future state. The processes also include an assessment of the change and the impact the change will have on the individual and organization. History, culture, and value systems play key roles in these evaluations. The results provide change practitioners with information to calibrate leader expectations and to scale and customize change management plans and activities.

Formulate the Change Management Strategy **Answer:** The processes in this group are designed to develop the high-level approach for change management with sponsors, change leaders, content developers, program managers, customers, and others on the project. This approach includes governance, risks, resources, budget, and reporting. The change strategy will incorporate, integrate, and align change management plans, activities, tasks, and milestones into the other activities and operations of an organization and its stakeholders at the onset of a change (timing and sequence). Stakeholder engagement is included in this process group.

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ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> 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 2	<ul style="list-style-type: none"> Execute, Manage, and Monitor Implementation of the Change Management Plan: This section measures skills of Change Managers and Program Leads and focuses on executing all elements of the change management plan. It covers implementing resource allocation, communication, sponsorship, stakeholder engagement, learning, measurement, benefits realization, sustainability, and adjusting the plan as needed to achieve desired outcomes.
Topic 3	<ul style="list-style-type: none"> Formulate the Change Management Strategy: This section measures skills of Change Managers and Program Leads and focuses on developing a comprehensive change management strategy. It includes creating strategies for resources, communication, sponsorship, stakeholder engagement, impact assessment, learning, measurement, benefit realization, and sustainability to align with organizational objectives.
Topic 4	<ul style="list-style-type: none"> 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 5	<ul style="list-style-type: none"> Close the Change Management Effort: This section assesses skills of Change Managers and Program Leads and covers evaluating the success of the change initiative, conducting lessons learned, documenting recommended actions, gaining closure approvals, transferring ownership, ensuring sustainability, and recognizing achievements.

ACMP Global Certified Change Management Professional Sample Questions (Q126-Q131):

NEW QUESTION # 126

What is the primary purpose of executing the change management plan?

- A. To get agreement on who carries out the change
- B. To provide guidance and minimize the risk of resisting the change
- C. To monitor, measure and control delivery against baseline plans
- D. To ensure resources, communication and activities are carried out

Answer: D

Explanation:

Execution means carrying out the work defined in the plan. According to ACMP, this includes delivering communications, stakeholder engagement activities, training and development, resistance management, and measurement activities. Monitoring and controlling (A) is a project management function but not the primary purpose. Providing guidance (C) and clarifying roles (D) are important but achieved through earlier planning.

Execution ensures that resources and strategies are applied in practice to achieve adoption and benefits realization.

(Reference: ACMP Standard, Process Group 4 - Execute the Change Management Plan; Core outcome: Implement planned activities for adoption and benefits.)

NEW QUESTION # 127

What are some of the criteria you should consider to evaluate success?

- A. Staff turnover, profit increases, return on investment and balanced scorecards
- B. Employee engagement survey results, profitability increases, quality enhancements and increased company valuation
- C. Increase in production, budget achievement, KPIs and market share increases
- **D. Performance metrics, cultural indicators, employee behavior and customer satisfaction scores**

Answer: D

Explanation:

ACMP stresses that success should be measured from both people adoption outcomes and business performance results. The most comprehensive set includes:

- * Performance metrics: concrete operational improvements tied to the initiative.
- * Cultural indicators: alignment with values and behaviors supporting sustainability.
- * Employee behaviors: observable evidence of adoption in daily practices.
- * Customer satisfaction scores: external confirmation of impact. Options A, B, and D emphasize financial or operational results but neglect culture and behavior, which ACMP highlights as essential for sustained change. Thus, option C offers the balanced approach consistent with the ACMP Standard.

(Reference: ACMP Standard, Process Group 5 - Close; Activity: Evaluate success using adoption metrics, culture, behavior, and performance outcomes.)

NEW QUESTION # 128

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

Answer: D

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 # 129

How would you best define a change sponsor?

- A. An individual who clearly understands benefits and costs of the change implementation
- B. An individual who expects the change implementation to happen
- **C. An individual who is accountable for the change implementation**
- D. An individual who is enthusiastic about the change implementation

Answer: C

Explanation:

The sponsor is the accountable executive who owns the outcomes and benefit realization, secures resources, resolves cross-functional issues, and models commitment. Enthusiasm and understanding are helpful, but accountability is the defining characteristic in ACMP guidance. (Reference: ACMP Standard, Sponsorship- accountability for change success; Process Groups 2-4: Sponsorship strategy and engagement.)

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