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ACMP Global Certified Change Management Professional Sample Questions (Q16-Q21):

NEW QUESTION # 16

How can you measure if the project objectives and scope are understood?

- A. Monitor and feedback activities
- B. Sponsor assessments
- C. Change impact assessment
- D. Measurement and benefits realization

Answer: A

Explanation:

Understanding of objectives and scope is measured through monitoring and feedback activities. ACMP emphasizes the need for feedback loops such as surveys, workshops, and check-ins that assess stakeholder clarity on project goals. Measurement and benefits realization (C) assesses adoption, not understanding.

Change impact assessments (D) identify scope but do not measure comprehension. Sponsor assessments (A) evaluate sponsorship effectiveness, not general stakeholder clarity. Therefore, option B aligns with ACMP guidance.

(Reference: ACMP Standard, Process Group 4 - Execute; Activity: Use feedback mechanisms to measure understanding of scope and objectives.)

NEW QUESTION # 17

What process identifies those affected by the change and those with the ability to influence the outcome?

- A. Sponsor assessment
- B. Stakeholder analysis
- C. Learning needs analysis
- D. Competency assessment

Answer: B

Explanation:

Stakeholder analysis is the process of systematically identifying individuals and groups who are affected by the change and who have influence over its success. ACMP positions this as a foundational evaluation activity that informs communications, engagement, resistance management, and sponsorship strategy. Competency assessment focuses on skill gaps, sponsor assessment evaluates sponsor readiness, and learning needs analysis determines training requirements. The broad impact-influence mapping required here is stakeholder analysis.

(Reference: ACMP Standard, Process Group 1 - Evaluate; Activities: Conduct stakeholder analysis and assess influence and impact.)

NEW QUESTION # 18

You are currently developing a sustainability strategy. What is a key component the strategy should cover?

- A. Resource plan
- B. Rewards and recognition
- C. Readiness and training plan
- D. Project schedule and plan

Answer: B

Explanation:

A sustainability strategy ensures that adoption is reinforced over time. ACMP identifies rewards and recognition systems as critical components, since they motivate stakeholders to maintain new behaviors and discourage reversion to old ways. Readiness (A) occurs before implementation, schedules (B) are project-oriented, and resource planning (D) addresses capacity, not sustainability. Thus, rewards and recognition (C) are essential to sustain adoption.

(Reference: ACMP Standard, Process Group 4 - Execute; Sustainability Plan activities: Include reinforcement through rewards and recognition.)

NEW QUESTION # 19

How would a change manager ensure that managers and supervisors are equipped with the tools they need to assist their employees through a change process?

- A. By preparing and executing the stakeholder analysis
- **B. By preparing and executing the learning and development plan**
- C. By preparing and executing the sustainability plan
- D. By preparing and executing the new performance plan

Answer: B

Explanation:

ACMP emphasizes that learning and development plans are not limited to frontline employees - they also extend to managers and supervisors. Supervisors play a critical role in coaching, reinforcing, and clarifying expectations for their teams. The learning and development plan ensures that leaders are trained in the tools and techniques they need to guide employees effectively. Sustainability (A) occurs later to reinforce adoption.

Performance planning (B) supports long-term integration, and stakeholder analysis (D) identifies who is impacted but does not provide tools. Therefore, the correct answer is C.

(Reference: ACMP Standard, Process Group 3 - Learning and Development Plan; Purpose: Equip all levels, including supervisors, to support employees in change adoption.)

NEW QUESTION # 20

When talking about the change management resource plan, which of the following is true?

- **A. The resource plan defines the skills and capabilities of key roles in the change effort**
- B. The resource plan defines the expected benefit(s) of the change effort
- C. The financial resources plan specifies the costs for all internal resources and external vendors
- D. The physical resources plan determines the budget used on technical infrastructures

Answer: A

Explanation:

The resource plan outlines what human resources are needed and what skills and capabilities each role must possess. ACMP stresses defining competencies and filling gaps with training, reassignment, or external sourcing. Financial resources and costs are managed in budgets, not in the resource plan itself. Benefits are addressed in the business case and measurement plan, not the resource plan. Thus, option C reflects the ACMP definition.

(Reference: ACMP Standard, Process Group 3 - Develop Resource Plan; Define roles, skills, and competencies needed for change success.)

NEW QUESTION # 21

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