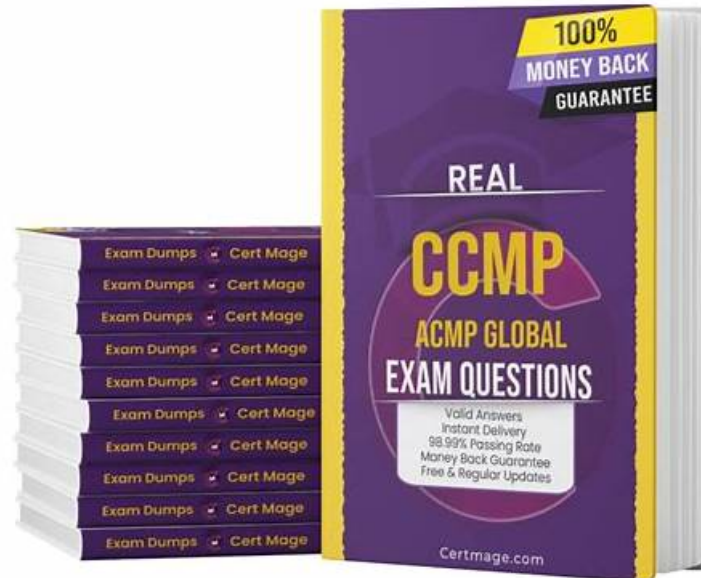


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ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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.

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

NEW QUESTION # 16

What should be included in the process of assessing an organization's readiness for change?

- **A. Level of comprehension, culture and sponsorship**
- B. Perceptions, level of comprehension and culture
- C. Market factors, sponsorship and level of comprehension
- D. Market factors, capacity and saturation

Answer: A

Explanation:

Organizational readiness involves assessing both internal and external conditions. ACMP identifies three crucial factors:

* Level of comprehension- Do stakeholders understand the change and its implications?

* Culture- Do organizational values and norms support or resist the change?

* Sponsorship- Are sponsors active, visible, and aligned to lead the effort? These factors help predict adoption barriers and inform risk and strategy design. While perceptions (D) matter, readiness assessments go deeper into comprehension. Market factors (A and B) are important at the strategic alignment stage, but not central to readiness evaluation. (Reference: ACMP Standard, Process Group 1

- Evaluate; Readiness Assessment Activities: Assess comprehension, culture, sponsorship, and contextual enablers/barriers.)

NEW QUESTION # 17

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 assessment of behavior change
- C. Sponsor not actively involved
- D. Inadequate change planning

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 # 18

What closure conditions need to be met so the stakeholder steering committee, senior sponsor or client can approve the closure of a change management effort?

- A. An evaluation of outcomes against objectives, lessons learned report and measurement and benefits realization plan
- **B. An evaluation of outcomes against objectives, a lessons learned report and agreement of transfer of ownership**
- C. Lessons learned report, measurement and benefit realization plan and agreement of transfer of outcomes
- D. Lessons learned report, agreement of transfer of outcomes and remediation plan

Answer: B

Explanation:

ACMP outlines closure as a structured process. Before approval, three critical conditions must be satisfied:

- * Evaluation of outcomes vs. objectives- validating adoption and benefits achievement.
 - * Lessons learned report- capturing successes, gaps, and recommendations for future efforts.
 - * Agreement of transfer of ownership- ensuring accountability is shifted from the project to operations for sustainability. Options A and B miss the explicit ownership transfer, while C lacks outcome evaluation. Option D captures all required closure conditions.
- (Reference: ACMP Standard, Process Group 5 - Close; Activities: Evaluate outcomes, document lessons, and transfer ownership to operational owners.)

NEW QUESTION # 19

What is the output from determining the organization's preparation for change?

- A. Communication needs assessment
- **B. Organizational change readiness assessment**
- C. Learning needs assessment
- D. Organizational change capacity assessment

Answer: B

Explanation:

Determining how prepared an organization is for change produces an organizational change readiness assessment. ACMP defines readiness as the degree to which stakeholders and structures are prepared to adopt and sustain the change. Learning needs (B) and communication needs (A) are sub-assessments, while capacity assessment (D) measures absorption ability. The correct overarching output is C.

(Reference: ACMP Standard, Process Group 1 - Evaluate; Output: Organizational change readiness assessment.)

NEW QUESTION # 20

What is a recommended practice for aligning stakeholders around benefits and value of a change?

- A. Conduct a risk assessment of the dangers and impediments to implementing the change
- B. Evaluate the final outcome of the change against the original objectives of the change
- C. Analyze the learning capabilities of the organization impacted by the change
- **D. Use both formal and informal channels to communicate the business rationale for the change**

Answer: D

Explanation:

ACMP emphasizes using multiple communication channels to align stakeholders to benefits and value. Both formal channels (emails, town halls, official reports) and informal channels (peer networks, change agents) reinforce understanding of why the change matters and how it supports strategy. Risk assessments (A) and learning capability analysis (B) are useful but not primarily about aligning stakeholders. Evaluating outcomes (D) occurs post-implementation, not during alignment. Thus, the best practice is multi-channel communication of the business rationale.

(Reference: ACMP Standard, Process Group 4 - Communications execution; Guidance: Reinforce benefits through formal/informal networks.)

NEW QUESTION # 21

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