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As the talent competition increases in the labor market, it has become an accepted fact that the CCMP certification has become an essential part for a lot of people, especially these people who are looking for a good job, because the certification can help more and more people receive the renewed attention from the leaders of many big companies. So it is very important for a lot of people to gain the CCMP Certification. We must pay more attention to the certification and try our best to gain the CCMP certification.

ACMP Global Certified Change Management Professional Sample Questions (Q22-Q27):

NEW QUESTION # 22

Why is a stakeholder analysis important in the evolution of change impact and organizational readiness?

- A. It facilitates the understanding of risks on people
- B. It facilitates the planning of focus groups and communications strategies
- **C. It identifies those that would be impacted by the change**
- D. It identifies the impact of pitfalls and barriers on people

Answer: C

Explanation:

Stakeholder analysis is the foundational activity that identifies individuals and groups affected by the change.

ACMP explains that without knowing who is impacted, it is impossible to design effective communications, engagement, resistance management, or training. While risks, pitfalls, and strategies are informed by analysis, the primary reason for conducting it is to map out the population of stakeholders and their level of impact/influence. Thus, option C is correct.

(Reference: ACMP Standard, Process Group 1 - Stakeholder Analysis; Outputs: List of impacted stakeholders with impact/influence mapping.)

NEW QUESTION # 23

While managing your change plan, you find that some employees are resistant to the new ways of working and that some tasks are not being executed correctly. This raises concern that the change will not be fully adopted. To address this situation, which plan should you review?

- A. Sponsorship plan
- **B. Stakeholder engagement plan**
- C. Project management plan
- D. Communication plan

Answer: B

Explanation:

Resistance and execution issues are best addressed by reviewing the stakeholder engagement plan. This plan includes strategies to involve stakeholders, address concerns, and promote ownership of the change.

Communication (A) supports awareness, sponsorship (B) ensures leadership backing, and project management (D) addresses technical tasks. However, direct stakeholder involvement and resistance management fall under option C.

(Reference: ACMP Standard, Process Group 3 - Stakeholder Engagement Plan; Purpose: Foster involvement and mitigate resistance.)

NEW QUESTION # 24

What is the most significant indicator of an effective communications plan?

- A. Subject matter experts are engaged to give guidance in the delivery of the communication
- **B. Stakeholders are able to build awareness, establish understanding and define core ownership around delivery of messages**
- C. The feedback channels provide impacted employees the opportunity to engage
- D. The communications strategy is clear and contains key messages and responsibilities

Answer: B

Explanation:

The effectiveness of a communication plan is measured not by its structure, but by its impact on stakeholders.

ACMP highlights three communication outcomes: awareness, understanding, and ownership. When stakeholders demonstrate these, the plan is effective. Feedback channels (A) and clear strategies (B) are necessary but not sufficient—they are enablers, not outcomes. SMEs (D) may help technically but do not define effectiveness. Therefore, option C reflects the ultimate measure of effectiveness.

(Reference: ACMP Standard, Process Group 3 - Communication Plan; Outcomes: Build awareness, understanding, and commitment.)

NEW QUESTION # 25

What information should be captured during the process of identifying sponsors accountable for the change?

- A. Potential change obstacles and conflicts
- **B. Motivation, abilities, expectations and concerns regarding the change**
- C. Cultural elements that may help achieve the expected benefits
- D. Risks and opportunities that can affect the change outcomes

Answer: B

Explanation:

During sponsor identification, ACMP recommends capturing motivation, abilities, expectations, and concerns. This information helps in coaching, aligning, and ensuring sponsors are prepared to fulfill their role. Obstacles (B), culture (C), and risks (D) are important but are addressed in separate analyses. The sponsorship process focuses specifically on individual leaders' readiness and capabilities, making option A the correct answer.

(Reference: ACMP Standard, Process Group 2 - Sponsorship; Activity: Identify sponsors and capture motivations, expectations, and abilities.)

NEW QUESTION # 26

What statement describes "physical resources" when developing a resource plan?

- A. Physical resources are the cost of all resources supporting the change effort
- B. Physical resources are staff identified and budgeted as part of the overall project plan
- C. Physical resources are the number of people required to support the change management effort
- **D. Physical resources are the systems hardware, software, facilities, workspaces, furniture etc.**

Answer: D

Explanation:

ACMP distinguishes between human, financial, and physical resources. Physical resources include tangible assets such as facilities, workspaces, equipment, technology, and tools necessary to support the change.

They are not people (B), staff (C), or costs (D) but the material infrastructure required. Identifying these ensures that adoption is not hindered by inadequate tools or environments. Thus, option A correctly defines physical resources in the context of the resource plan.

(Reference: ACMP Standard, Process Group 3 - Resource Plan; Categories: Human, financial, and physical resources.)

NEW QUESTION # 27

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In the previous installment of this series we discussed in-depth CCMP the whys and wherefores of conducting a task analysis as a key activity when you are developing a certification program.

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