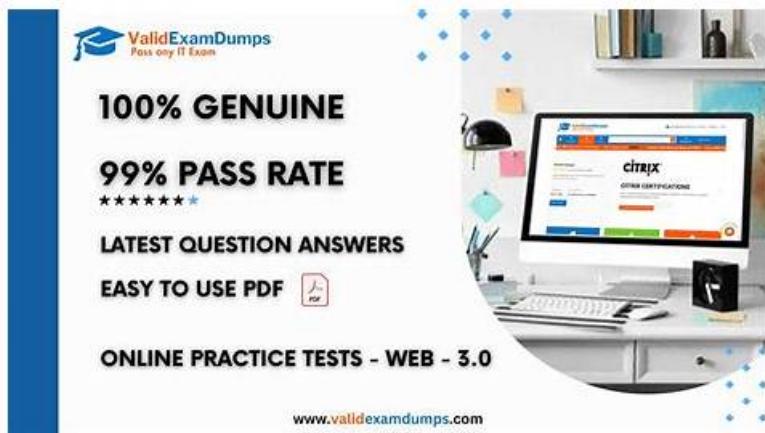


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## ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>

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## **ACMP Global Certified Change Management Professional Sample Questions (Q102-Q107):**

### **NEW QUESTION # 102**

What should a learning and development strategy be able to demonstrate?

- A. The current training methods and tools
- B. The impact a change brought to an individual
- C. The methods of developing a useful training strategy
- D. The skills and competencies needed to perform in the changed environment

### **Answer: D**

Explanation:

The purpose of a learning and development strategy is to close skills and competency gaps identified in the learning needs assessment. It must demonstrate what knowledge, skills, and behaviors are required for success in the future state and how these will be built. While training methods (B, C) are included in planning, the core demonstration is the competency framework aligned to the change. Individual impact (A) may be measured later but is not the strategy's primary output. Thus, option D best aligns with ACMP guidance.

(Reference: ACMP Standard, Process Group 3 - Develop Learning and Development Plan; Outputs: Defined competencies and skill-building activities.)

### **NEW QUESTION # 103**

A service company conducted a change management project to increase customer satisfaction for one year.

What can be done to sustain the positive trend on customer satisfaction observed during the project?

- A. Design and conduct a lessons learned evaluation at the end of the project and share improvements for future change programs
- B. Change objectives and goals focused on improving customer satisfaction
- C. Revise the current vision statement to include a focus on customer satisfaction
- D. Change current communications channels, tools and methods to focus on customer satisfaction

### **Answer: A**

Explanation:

Sustaining positive outcomes requires capturing and applying lessons learned. ACMP defines the lessons learned evaluation as a closure activity that not only reflects on performance but also shares insights for sustaining gains and improving future initiatives. Revising objectives (B), vision (C), or communication methods (D) may help but do not institutionalize learning. Option A ensures sustainability through reflection and sharing of best practices.

(Reference: ACMP Standard, Process Group 5 - Close; Activity: Conduct lessons learned to sustain improvements and build organizational capability.)

### **NEW QUESTION # 104**

As a change manager you identify and leverage employees who can positively affect the overall success of the change. What strategy document is the likely output of this task?

- A. Stakeholder analysis strategy
- B. Stakeholder engagement strategy
- C. Communication engagement strategy
- D. Sponsorship engagement strategy

### **Answer: B**

Explanation:

Leveraging employees who can influence peers positively is an activity within stakeholder engagement strategy development. The

ACMP Standard identifies stakeholder engagement as a formal plan that ensures key stakeholders are identified, assessed, and engaged according to their influence, impact, and willingness to support. By activating informal leaders and influencers, the change manager strengthens adoption across the organization. Sponsorship engagement focuses on executives, while communication strategy covers messaging and delivery. Therefore, the correct strategy output here is the stakeholder engagement strategy. (Reference: ACMP Standard, Process Group 2 - Formulate Strategy, Stakeholder Engagement Strategy: Identify, analyze, and leverage stakeholders, including influencers.)

#### NEW QUESTION # 105

After a change is complete, what is the best strategy to use with formal and informal networks of change agents to ensure the long-term sustainability of the change?

- A. Maintain the networks along with ongoing knowledge transfer and management
- B. Reward the agents significantly using the existing organizational mechanisms
- C. Recognize the change agents publicly, communicating leadership appreciation for their efforts
- D. Perform a lessons learned evaluation of the networks' activities and provide best practices report

#### Answer: A

Explanation:

Formal and informal networks of change agents are valuable not only during implementation but also for long-term reinforcement. ACMP suggests maintaining these networks to support peer learning, knowledge transfer, and monitoring adoption over time. Recognition (B) is important but not sufficient for sustainability.

Rewards (A) and lessons learned (D) are one-time activities, while ongoing maintenance of networks (C) ensures enduring support for the future state.

(Reference: ACMP Standard, Process Group 4 - Execute; Activity: Leverage networks of change agents for reinforcement and sustainability.)

#### NEW QUESTION # 106

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. Project management plan
- C. Communication plan
- D. Stakeholder engagement plan

#### Answer: D

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 # 107

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