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ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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 3	• 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	• 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	• 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.

ACMP Global Certified Change Management Professional Sample Questions (Q28-Q33):

NEW QUESTION # 28
What describes the most important characteristic of an effective communications strategy?

- A. It has a clear top-down channel to announce the progress of the change
- B. It includes the business rationale for what, why, who, how and when changes occur
- C. It goes through formal ways to reach the target audience
- D. It consists of content for consistent messaging to different audiences

Answer: B

Explanation:
The ACMP Standard highlights that the most critical component of a communication strategy is ensuring it communicates the business rationale: why the change is needed, what it involves, who is affected, how it will be executed, and when it will occur. This ensures clarity, builds awareness, and drives buy-in. While consistent messaging (A), formal channels (C), and top-down updates (B) are valuable, they do not guarantee understanding. Option D reflects the true essence of effective communication - providing meaning and context so stakeholders understand the change.
(Reference: ACMP Standard, Process Group 3 - Communication Plan; Activity: Communicate the business rationale of the change clearly to all stakeholders.)

NEW QUESTION # 29

Which section of the change management plan stresses how the change will become the organization's normal functioning?

- A. Stakeholder engagement plan
- B. Sustainability plan
- C. Business case
- D. Benefits realization plan

Answer: B

Explanation:

Thesustainability planensures that new behaviors, processes, and systems are embedded into everyday organizational functioning. According to ACMP, sustainability activities include reinforcement mechanisms, monitoring adoption, and integrating changes into performance systems. Benefits realization (B) measures outcomes, while the business case (C) provides rationale. Stakeholder engagement (D) supports adoption but does not ensure permanence. Thus, the sustainability plan (A) is the section that institutionalizes change.

(Reference: ACMP Standard, Process Group 4 - Sustainability Plan; Outcome: Integrate change into the organization's ongoing operations.)

NEW QUESTION # 30

There are numerous activities that are part of executing the sustainability plan. What is the risk if they are not effective?

- A. The change will take much longer to happen
- B. There is a retreat to the prior current state
- C. The customers will not demonstrate the intended behavior
- D. The vision for the program may not be achieved

Answer: B

Explanation:

Sustainability activities are designed toembed new behaviorsinto normal operations. If these are ineffective, employees oftenrevert to old ways of working. This backsliding undermines adoption, erodes benefits realization, and threatens the credibility of change management. While delays (B), customer behavior (C), and vision alignment (D) are concerns, the most direct risk of ineffective sustainability practices is aretreat to the prior current state.

(Reference: ACMP Standard, Process Group 4 - Sustainability Activities: Reinforce adoption, monitor usage, adjust systems, and prevent reversion.)

NEW QUESTION # 31

During the execution phase, what can a change manager do to ensure the most effective use of people?

- A. Implement a controlled spending request and approval process
- B. Implement a process for creating, storing, and sharing documents and reports
- C. Establish a process to monitor physical resources and their performance
- D. Integrate human resources with the change to give input on how to execute

Answer: D

Explanation:

People are the key enablers of change. To ensure their effective use, ACMP recommendsintegrating human resources into executionby involving them in planning, coaching, and execution decisions. HR can help align staffing, training, and performance systems to support adoption. Controlled spending (B), monitoring physical resources (C), and document management (D) address other aspects of resource management but not the people side. Thus, option A reflects ACMP's focus on effective utilization of human resources.

(Reference: ACMP Standard, Process Group 4 - Execute; Activity: Leverage human resources effectively to drive change execution.)

NEW QUESTION # 32

What document explains the current opportunity, risks or consequences and benefits of a change?

- A. Business case
- B. Change research
- C. Change definition
- D. Success measures

Answer: A

Explanation:
Thebusiness caseprovides a structured explanation of opportunities, risks, consequences, and benefits associated with the change. It ensures stakeholders understand why the change is required and how it aligns with strategic objectives. Change definition (C) focuses on scope, success measures (B) define evaluation, and research (A) provides background but not justification. Thus, option D is correct.
(Reference: ACMP Standard, Process Group 2 - Case for Change; Output: Business case articulates rationale, risks, and benefits.)

NEW QUESTION # 33
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