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## CCMP Exam Questions and Answers 100% Correct

Change is a process

- A. True
- B. False - ANSWER-A. True

Stakeholder involvement only at the most senior level within an organization is key to the success of any change initiative.

- A. True
- B. False - ANSWER-B. False

What are the primary roles of change? - ANSWER-Sponsor

- Change Management Practitioner
- Change Management Lead
- Change Management Team
- Change Agents

What is the responsibility of the Sponsor? - ANSWER-Responsible for the results of the project, sets the vision and breaks down barriers

What is the responsibility of the Change Leader? - ANSWER-He or she is able to plan, lead and organize the change

What is the responsibility of the Change Agents? - ANSWER-These people have creative problem-solving, interpersonal skills and communication abilities

What is the responsibility of the Change Team Members? - ANSWER-These people are the team members who implement the change plans

A typical sponsor mistake is too much communication

- A. True
- B. False - ANSWER-B. False

A change team is

- A. A group that develops and implements the change management strategy and plan
- B. Has very little credibility in the business
- C. Has little or no authority
- D. Not dedicated resource to the Change Initiative - ANSWER-A. A group that develops and implements the change management strategy and plan

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## ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<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 4	<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 5	<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>

## ACMP Global Certified Change Management Professional Sample Questions (Q43-Q48):

### NEW QUESTION # 43

What are the final steps to formally close a change effort?

- A. Review outcomes, update change management plan, gain completion approval
- B. Complete final summary report, transfer ownership, execute sustainability plan
- C. Review outcomes, complete business summary reviews, transfer ownership
- D. Gain completion approval, transfer ownership, release resources

**Answer: D**

Explanation:

ACMP defines closure as a structured set of steps:

\* Gain sponsor approval that objectives were met.

\* Transfer ownership of outcomes to operational stakeholders to ensure sustainability.

\* Release resources (human and financial) to their original roles or new assignments. Options A and D include useful activities, but the official closure process emphasizes approval, ownership transfer, and resource release as the final actions. Thus, option C is correct. (Reference: ACMP Standard, Process Group 5 - Close; Activities: Secure approval, transfer ownership, release resources.)

### NEW QUESTION # 44

What are the two inputs in a change impact and readiness strategy that are critically important?

- A. Stakeholder engagement and resource plan
- B. Stakeholder engagement strategy and impact results
- **C. Stakeholder engagement strategy and change impact assessment**
- D. Stakeholder engagement strategy and sponsor's budget

**Answer: C**

Explanation:

ACMP identifies change impact assessment and the stakeholder engagement strategy as the two key inputs for readiness strategy. Impact assessment determines the depth and scope of change; engagement strategy ensures stakeholders are identified and prepared. Together, these inputs guide readiness activities and tailor interventions. Budget, resource plans, or impact "results" are supportive but not the primary critical inputs.

(Reference: ACMP Standard, Process Group 2 - Change Impact and Readiness Strategy; Inputs: Stakeholder engagement strategy and impact analysis.)

#### **NEW QUESTION # 45**

How does metric tracking support and sustain change that has been implemented?

- A. Provides content for a rewards and recognition program
- **B. Provides short-term evidence of change progress and results**
- C. Guides the development of policies and procedures
- D. Ensures staff are motivated to adopt change if they know their reactions will be tracked

**Answer: B**

Explanation:

Metric tracking serves as an early warning and feedback mechanism. ACMP requires tracking adoption, usage, and benefits to provide short-term evidence of whether the change is progressing. These insights enable corrective actions, communication reinforcement, and sponsor engagement. Rewards (B) and policies (C) may be influenced by metrics, but their core value lies in showing progress and results that support sustainability. Option A is incorrect because tracking is not for motivation but for monitoring and guiding decisions.

(Reference: ACMP Standard, Process Group 4 - Measurement and Benefits Realization Plan; Activities: Track progress and adoption using defined metrics.)

#### **NEW QUESTION # 46**

You are the change agent for the public relations department that is revamping its communication strategy for transition to the future state of change within your organization. What is a key consideration in the development of your communication strategy to achieve a successful change effort?

- A. The organizational maturity and past change success
- B. The benefit realization and execution plan
- **C. The current communication channels, tools and methods**
- D. The change charter and outlined risks

**Answer: C**

Explanation:

A communication strategy must build on an understanding of existing communication channels, tools, and methods within the organization. According to ACMP, this ensures messages are delivered through trusted and accessible means for employees. Risk management (B), maturity (C), and benefits realization (D) are relevant at other stages, but the foundation of effective communication planning is tailoring the approach to current communication practices and stakeholder preferences.

(Reference: ACMP Standard, Process Group 3 - Develop Communication Plan; Inputs: Current communication environment and stakeholder analysis.)

#### **NEW QUESTION # 47**

What are the essential tools that when used together minimize the risk of unsustainability of a change effort?

- A. Vision statement, project charter and strategy plan

- B. Communication plan, learning and development plan and reward and recognition system
- C. Sponsorship plan, stakeholder engagement plan and learning and development plan
- D. Resource plan, project schedule and sponsorship plan

**Answer: B**

Explanation:

To minimize the risk of unsustainability, ACMP highlights three essential levers:

- \* Communication plan- ensures consistent reinforcement of key messages.
- \* Learning and development plan- builds knowledge, skills, and behaviors for sustaining change.
- \* Reward and recognition system- reinforces desired behaviors and motivates continued adoption.

Other options contain valuable tools, but none combine reinforcement, capability building, and recognition in the same way. Option D directly addresses sustainability risk by embedding and rewarding new ways of working. (Reference: ACMP Standard, Process Group 4 - Execute; Activities:

Communication execution, learning and development, reinforcement via recognition systems.)

## NEW QUESTION # 48

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