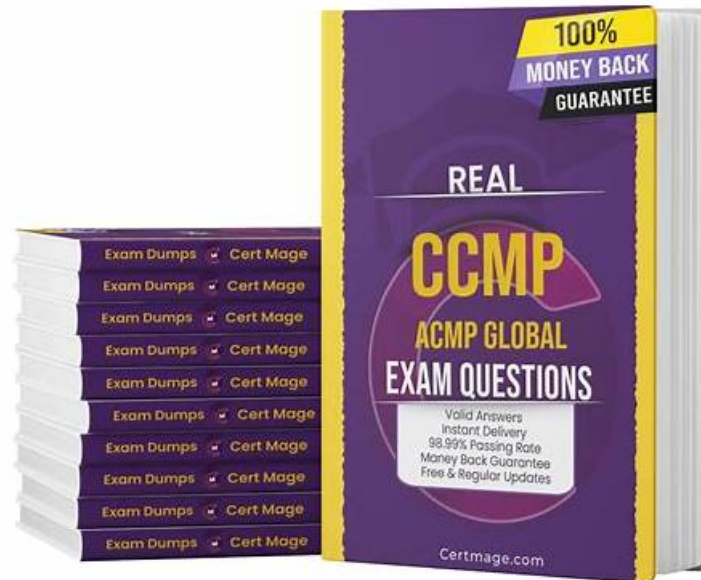


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ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

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

NEW QUESTION # 28

What two activities are most critical to focus on when managing employee resistance?

- A. Clarifying the expectations of managers and informing them how the change is progressing
- **B. Raising awareness of why change is needed and informing employees how change will impact them**
- C. Identifying and addressing rumors and explaining how the change is being implemented
- D. Creating a training delivery plan and demonstrating sponsor commitment to the change

Answer: B

Explanation:

ACMP emphasizes that resistance is most effectively reduced when people understand why the change is necessary and how it affects their roles ("what's in it for me"). The Standard situates resistance management within execution, calling for targeted communications that build awareness of the business rationale and provide impact-based information to individuals and groups. Training and rumor management matter, but they are secondary to establishing awareness and personal impact clarity-the core precursors to willingness and adoption. (Reference: ACMP Standard for Change Management, Process Group 4 - Execute the Change Management Plan; Activities: Manage Resistance; Communications aligned to impact; Linkage to Process Group 1 impact assessment & WIIFM messaging.)

NEW QUESTION # 29

Assume that for the past 12 months you have been the change manager on a project team tasked with the rollout of a new human resource information system (HRIS). This change has impacted 200 managers and 1,500 employees across multiple locations. The change is a great success and is ready to be formally closed. What major activity is undertaken to gain approval for the completion of the change?

- **A. Complete an evaluation of outcomes against objectives of the change**
- B. Prepare and facilitate a lessons learned presentation to the change team
- C. Develop a rewards and recognition program to sustain achieved outcomes
- D. Obtain a quick sign-off before moving on to the next change project

Answer: A

Explanation:

Formal closure requires demonstrating that the change met its objectives. ACMP specifies conducting a structured evaluation of outcomes against objectives as a prerequisite to closure. Quick sign-off (A) undermines credibility, lessons learned (B) are valuable but not the approval step, and rewards programs (D) support sustainability. The sponsor's decision to close is based on evidence that outcomes align with objectives, making C the correct answer.

(Reference: ACMP Standard, Process Group 5 - Close; Activity: Evaluate outcomes vs. objectives before seeking approval for closure.)

NEW QUESTION # 30

What plan uses the stakeholder skills inventory and gap analysis as key components?

- A. Stakeholder engagement plan
- B. Measurement and benefits realization plan
- C. Stakeholder transition plan
- **D. Learning and development plan**

Answer: D

Explanation:

The learning and development plan directly uses inputs such as skills inventories and gap analyses. These tools determine what competencies are missing and what training or coaching is required to prepare stakeholders for the future state. Transition planning (A) focuses on operational handovers, engagement (D) on involvement and buy-in, and measurement (B) on success criteria. Only option C ties directly to the skill inventory and gap analysis process.

(Reference: ACMP Standard, Process Group 3 - Learning and Development Plan; Inputs: Skills inventory and gap analysis.)

NEW QUESTION # 31

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

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

Answer: B

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 # 32

As the change lead for a new sanitation project in Nigeria, you are defining success criteria as well as measures to monitor if the implemented change is achieving its expected benefits. What are you developing?

- A. The project evaluation strategy
- B. The outcome realization strategy
- C. The sustainability strategy
- **D. The measurement and benefit realization strategy**

Answer: D

Explanation:

Defining success criteria and measures to track progress is the essence of a measurement and benefits realization strategy. ACMP defines this plan as a framework for identifying metrics, assigning accountability, and monitoring progress toward adoption and benefits. Sustainability (B) focuses on reinforcement after adoption, while evaluation strategies (C, D) are generic terms not part of the ACMP Standard. Thus, option A is the accurate and standard-aligned choice.

(Reference: ACMP Standard, Process Group 3 - Measurement and Benefits Realization Plan; Purpose:

Define success criteria and measures to track adoption.)

NEW QUESTION # 33

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