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ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 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	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.

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Quiz 2025 CCMP: Fantastic Exam Certified Change Management Professional Reviews

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ACMP Global Certified Change Management Professional Sample Questions

(Q51-Q56):

NEW QUESTION #51

What are the most important components used to formulate a high-quality communication plan?

- A. Change impact assessment, stakeholder analysis and customer input
- B. Readiness assessment, stakeholder analysis and customer input
- C. Readiness assessment, stakeholder analysis and organization operation strategy
- D. Change impact assessment, organizational change readiness assessment and stakeholder analysis

Answer: D

Explanation:

The ACMP Standard states that a strong communication plan is built onthree critical inputs:

- * Change impact assessment(defines what will change and who is impacted).
- * Organizational change readiness assessment(measures preparedness to receive messages).
- * Stakeholder analysis(identifies audiences and influencers). Customer input (A, D) and operational strategies (C) may provide context, but they are not the essential core inputs. Option B matches ACMP guidance for communication planning. (Reference: ACMP Standard, Process Group 3 Communication Plan; Inputs: Impact assessment, readiness assessment, and stakeholder analysis.)

NEW QUESTION #52

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

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

Answer: D

Explanation:

ACMP emphasizes that resistance is most effectively reduced when people understandwhythe change is necessary andhowit affects their roles ("what's in it for me"). The Standard situates resistance management within execution, calling for targeted communications that buildawarenessof 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 OUESTION #53

What is the primary purpose of conducting a learning needs assessment?

- A. To evaluate the most current learning approaches available to prepare for the future state
- B. To attain sponsor approval to fund the anticipated training program as needed
- C. To assess stakeholder availability for anticipated training and development
- D. To define the knowledge, skills, social and behavioral abilities needed to sustain the future state

Answer: D

Explanation:

Alearning needs assessmentidentifies theknowledge, skills, and behaviorsthat individuals and groups require to perform effectively in the future state. According to ACMP, this assessment is essential to determine gapsbetween current competencies and those required by the change. It informs the learning and development strategy that will close these gaps through training, coaching, or performance support. Availability (A) and methods (D) may influence design, but the fundamental purpose is defining thecapabilities needed to sustain the change. Sponsor approval (C) is an outcome of planning, not the purpose of assessment. (Reference: ACMP Standard, Process Group 1 - Readiness; Activity: Conduct learning needs assessment; Input to Process Group 3 - Develop Learning and Development Plan.)

NEW QUESTION #54

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

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

Answer: D

Explanation:

Thelearning and development plandirectly 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 #55

How is sponsorship most successful during change?

- A. Sponsors build awareness with stakeholders regarding the need for change and participate throughout the project
- B. The sponsor is coached and supported throughout the change management effort
- C. The sponsor is well equipped to deliver communications and key messages about the change
- D. The role of the sponsor is clearly defined and agreed upon by the sponsor and change lead

Answer: A

Explanation:

ACMP identifies sponsorship as the single most important success factorin change. Effective sponsorship requiresactive and visible participation throughout the project. This includes building awareness of the need for change, championing the case for change, modeling behaviors, and engaging stakeholders. While clear roles (B), coaching (C), and communication skills (D) are essential enablers, the hallmark of sponsorship success isongoing, visible engagement from start to finish.

(Reference: ACMP Standard Process Group 2. Sponsorship Strategy Outcomes: Active visible, and continuous sponsorship.

(Reference: ACMP Standard, Process Group 2 - Sponsorship Strategy; Outcomes: Active, visible, and continuous sponsorship engagement.)

NEW QUESTION # 56

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