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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	• 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.

Topic 2	• 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.
Topic 3	• 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.

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ACMP Global Certified Change Management Professional Sample Questions (Q30-Q35):

NEW QUESTION # 30
What should be included in the process of assessing an organization's readiness for change?

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

Answer: C

Explanation:
Organizational readiness involves assessing bothinternal 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 intocomprehension. 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 # 31
What is the role of human resource management in a major change effort?

- A. The art of ensuring that discipline and focus is well maintained
- B. A process that ensures there is a good working relationship between the project and change management teams
- C. The department with the responsibility of hiring and firing
- D. A strategic function for identifying the most effective use of people

Answer: D

Explanation:
ACMP frames Human Resources as astrategic partnerin change efforts. Beyond administrative hiring/firing, HR ensures thattalent deployment, skills alignment, and workforce strategiesenable successful adoption.

HR collaborates with change leaders to identify where skills must be developed, how performance management systems reinforce new behaviors, and how recognition and rewards sustain the change. By focusing on the effective use of people, HR connects workforce planning to change adoption and benefits realization. Options A, C, and D describe tactical or narrow roles, but ACMP emphasizes HR's strategic function in aligning people and organizational goals.
(Reference: ACMP Standard, Process Group 3 - Resource Plan; and ACMP Standard, Execution: Align HR systems such as performance, rewards, training with change goals.)

NEW QUESTION # 32
How is sponsorship most successful during change?

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

Answer: D

Explanation:
ACMP identifies sponsorship as the single most important success factor in change. Effective sponsorship requires active 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 is ongoing, visible engagement from start to finish.
(Reference: ACMP Standard, Process Group 2 - Sponsorship Strategy; Outcomes: Active, visible, and continuous sponsorship engagement.)

NEW QUESTION # 33
What are some of the key elements in a sustainability strategy?

- A. SWOT analysis, training strategy, stakeholder analysis and a vision statement
- B. Communication, performance management, rewards and recognition, and continuous process improvement
- C. Stakeholders and sponsors, training strategy, feedback channels and messaging frequency and engagement strategy
- D. Establishing timelines, continuous process improvement, training strategy and a vision statement

Answer: B

Explanation:
ACMP defines a sustainability strategy as the framework that ensures adoption becomes part of organizational culture and ongoing operations. The key elements include:
* Communication to reinforce messages after go-live.
* Performance management to integrate expectations into roles.
* Rewards and recognition to reinforce new behaviors.
* Continuous process improvement to adapt and refine the change. Options A, B, and D list useful elements, but they are incomplete or misaligned with ACMP's emphasis on reinforcement and institutionalization. The comprehensive package is option C.(Reference: ACMP Standard, Process Group 4 - Sustainability Plan; Activities: Communication, measurement, performance management, rewards and recognition, continuous improvement.)

NEW QUESTION # 34
What does the change management lead need to do to sustain sponsor engagement?

- A. Provide regular updates on the change initiative status
- B. Communicate directly to front-line staff about change initiative
- C. Delegate sponsorship responsibilities to other stakeholders
- D. Engage lower and mid-level managers instead

Answer: A

Explanation:
ACMP stresses that sponsors must remain active and visible throughout the change. The change manager sustains this engagement by

providingregular updates, coaching, and reminders of required actions.
Delegating responsibilities (D) dilutes sponsor accountability. Engaging lower-level managers (B) or bypassing to front-line staff (C) weakens sponsorship. The best practice is to keep sponsors informed and aligned throughconsistent updates(A).
(Reference: ACMP Standard, Process Group 4 - Sponsorship; Activity: Sustain sponsor engagement with regular updates and coaching.)

NEW QUESTION # 35
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