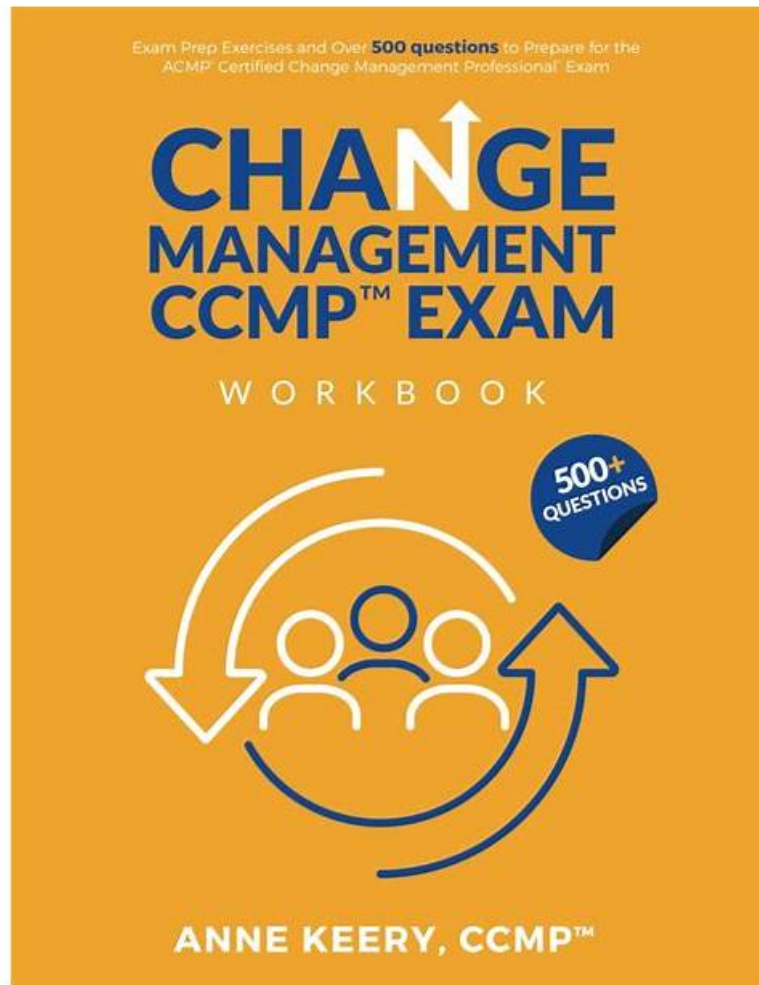


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ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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"> 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 4	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

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ACMP Global Certified Change Management Professional Sample Questions (Q78-Q83):

NEW QUESTION # 78

What are three key inputs for developing a sponsorship plan?

- A. Sponsor assessment, charter and stakeholder analysis
- B. Stakeholder analysis, charter and sponsor assessment
- C. Sponsorship strategy, stakeholder analysis and charter
- D. Sponsorship strategy, stakeholder analysis and sponsor assessment

Answer: D

Explanation:

ACMP states that a sponsorship plan is developed using:

* The sponsorship strategy (how sponsors will be engaged overall).

* Stakeholder analysis (to identify where sponsorship is required and what influence sponsors must exercise).

* Sponsor assessment (to understand current sponsor effectiveness and gaps). The charter and business case inform higher-level strategy but are not direct inputs to the sponsorship plan. Therefore, option A accurately lists the three critical inputs. (Reference: ACMP Standard, Process Group 2 - Sponsorship Strategy and Plan; Inputs: Stakeholder analysis and sponsor assessment; Output: Detailed sponsorship plan.)

NEW QUESTION # 79

Why is a sponsor important in a change effort?

- A. Sponsor(s) are individually responsible for ensuring adoption of the change
- B. Sponsor(s) are the primary identifier and mitigators of risks
- C. Sponsor(s) are primarily responsible for providing consistent feedback
- D. Sponsor(s) validate the change management plan

Answer: A

Explanation:

ACMP positions sponsorship as the accountable role for realizing benefits and securing adoption within the sponsor's span of control. Sponsors authorize, prioritize, visibly lead, and ensure middle managers and teams adopt new ways of working. While they also validate plans, give feedback, and help mitigate risks, their defining responsibility is ensuring adoption and benefits realization through visible, sustained leadership.

(Reference: ACMP Standard, cross-cutting role of Sponsorship; Process Groups 2-5: Define sponsorship strategy, engage sponsors, coach sponsors, and sustain visible leadership.)

NEW QUESTION # 80

A service company conducted a change management project to increase customer satisfaction for one year. What can be done to sustain the positive trend on customer satisfaction observed during the project?

- A. Change current communications channels, tools and methods to focus on customer satisfaction
- B. Change objectives and goals focused on improving customer satisfaction
- C. Revise the current vision statement to include a focus on customer satisfaction
- D. Design and conduct a lessons learned evaluation at the end of the project and share improvements for future change programs

Answer: D

Explanation:

Sustaining positive outcomes requires capturing and applying lessons learned. ACMP defines the lessons learned evaluation as a closure activity that not only reflects on performance but also shares insights for sustaining gains and improving future initiatives. Revising objectives (B), vision (C), or communication methods (D) may help but do not institutionalize learning. Option A ensures sustainability through reflection and sharing of best practices.

(Reference: ACMP Standard, Process Group 5 - Close; Activity: Conduct lessons learned to sustain improvements and build organizational capability.)

NEW QUESTION # 81

Which plan is used to document continuous improvement steps such as implementing tasks based on feedback and observations?

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

Answer: C

Explanation:

Continuous improvement is embedded within the sustainability plan. ACMP emphasizes that sustainability requires monitoring adoption, capturing feedback, and making iterative improvements to ensure the change endures. Learning and development (B) addresses skills, measurement (C) focuses on outcomes, and engagement (D) fosters involvement. Only the sustainability plan (A) formally captures continuous improvement activities.

(Reference: ACMP Standard, Process Group 4 - Sustainability Plan; Activity: Implement feedback-driven continuous improvement to sustain change.)

NEW QUESTION # 82

During a change management program, it is important to measure the success criteria and monitor if the change is achieving its expected benefits. To gauge the effectiveness of the change, a measurement and benefit realization strategy has to be implemented. What inputs do you think are vital to implement this strategy?

