

Exam CCMP Question, Latest CCMP Exam Review

CCMP Inputs and Outputs Exam |
Questions and Correct Answers |
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- Compare outcomes against beginning objectives; Compare outcomes against project/program objectives; Document outcome indicating that change efforts met, failed to meet, or exceeded objectives; Review outcomes with appropriate leaders/stakeholders **Answer** Evaluate the Outcome Against the Objectives
- Identify Appropriate Group to Conduct Evaluation; Perform the Lessons Learned Evaluation **Answer** Design and Conduct Lessons Learned Evaluation and Provide Results to Establish Internal Best Practices
- Gain Approval for Completion; Transfer Ownership; Release of Resources **Answer** Gain Approval for Completion, Transfer of Ownership, and Release of Resources
- Financial Resources Management; Human Resources Management; Information Resources Management; Physical Resources Management **Answer** Execute Resource Plan
- Execute the Established Communication Plan; Delivery of Messaging; Feedback **Answer** Execute Communication Plan

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ACMP Global Certified Change Management Professional Sample Questions (Q72-Q77):

NEW QUESTION # 72

How can you improve your communications plan to ensure the right messages will be delivered at the right time?

- A. Ensure the message is clearly written
- B. Send the messages with greater repetition
- **C. Include feedback channels**
- D. Ensure that all appropriate stakeholders are included

Answer: C

Explanation:

ACMP emphasizes that a good communications plan must include feedback channels. These allow two-way communication, enabling leaders to check understanding, adjust messages, and ensure relevance. While clarity (C), repetition (B), and inclusivity (A) are valuable, the distinguishing factor of high-quality communication is feedback and dialogue. This ensures that timing, content, and audience needs are properly aligned.

(Reference: ACMP Standard, Process Group 3 - Communication Plan; Best Practice: Incorporate feedback loops to confirm message effectiveness.)

NEW QUESTION # 73

As part of an ongoing review of a major change effort, key stakeholder feedback indicated many were unaware of the role they needed to play and the desired new behaviors that were needed to achieve successful implementation of the change. What is the possible explanation for this discrepancy or gap in understanding?

- A. The stakeholder engagement plan was deficient
- B. Feedback requirements were not well defined
- C. The business case for change was not aligned with the intent of the change effort
- **D. The communication plan did not build awareness of the change**

Answer: D

Explanation:

If stakeholders are unclear about their roles and expected behaviors, the root issue often lies in a communication plan that failed to build awareness. ACMP outlines communication outcomes as building awareness, creating understanding, and enabling action. A weak communication plan may not have clarified

"what does this mean for me?" Stakeholder engagement (A) focuses on involvement, not awareness; business case (C) supports rationale but not role clarity. Feedback requirements (B) affect monitoring, not communication. Therefore, the gap is explained by a communication plan deficiency.

(Reference: ACMP Standard, Process Group 4 - Execute Communications; Outcomes: Awareness, understanding, and role clarity.)

NEW QUESTION # 74

You are currently leading a major ongoing change initiative. You observe that the project lacks support, lacks active engagement in the change effort and loses interest in the change effort. Under the circumstances, what would be the best strategy to address this constraint and enable an intervention to happen?

- **A. The change strategy**
- B. The stakeholder strategy
- C. The communication strategy
- D. The risk management and intervention strategy

Answer: A

Explanation:

If an initiative suffers from low support and engagement, it signals a failure in the overall change management strategy. ACMP

emphasizes that the strategy must address sponsorship, stakeholder engagement, communication, and readiness. Interventions should begin by reviewing and strengthening the change management strategy(option B) to re-align with organizational goals and re-engage stakeholders.

Risk, communication, and stakeholder strategies are components, but the overarching change strategy defines how all are coordinated to regain momentum.

(Reference: ACMP Standard, Process Group 2 - Formulate Change Management Strategy; Outcome: Define integrated strategy for adoption and benefits realization.)

NEW QUESTION # 75

Which task in change management defines the approach, scope, roles and responsibilities in undertaking detailed impact analysis and readiness planning for implementing the change?

- A. Stakeholder engagement strategy
- B. Develop the measurement and benefit realization strategy
- **C. Develop the change impact and readiness strategy**
- D. Develop the learning and development strategy

Answer: C

Explanation:

The change impact and readiness strategy sets out the scope, approach, and responsibilities for evaluating how the change will affect the organization and preparing stakeholders. ACMP specifies this as part of strategy formulation, feeding into detailed planning. Stakeholder engagement and learning strategies are developed later, and measurement focuses on outcomes, not readiness. Thus, option C best represents the formal strategy that governs impact analysis and readiness planning.

(Reference: ACMP Standard, Process Group 2 - Formulate; Change Impact and Readiness Strategy.)

NEW QUESTION # 76

Who is responsible for coordinating, applying and tracking change management activities?

- A. Sponsor
- B. Change stakeholder
- C. Change agent
- **D. Change management lead**

Answer: D

Explanation:

The change management lead is accountable for ensuring change management activities are properly coordinated, applied, and monitored. While sponsors provide leadership and stakeholders participate, the change management lead ensures integration of plans, tracks progress, and adjusts activities as needed.

Change agents support by influencing peers, but they are not accountable for overall coordination. ACMP clearly defines the change lead's role as orchestrator of the process across all groups.

(Reference: ACMP Standard, Process Groups 2-5; Role of Change Lead: Develop, coordinate, execute, and monitor change management activities.)

NEW QUESTION # 77

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