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ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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 4	<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 (Q103-Q108):

NEW QUESTION # 103

What document ensures that those who can positively affect the overall change success are highly engaged in the change effort?

- A. Stakeholder engagement strategy
- B. Sponsorship engagement strategy
- C. Stakeholder analysis strategy
- D. Communications engagement strategy

Answer: A

Explanation:

The stakeholder engagement strategy is designed to involve stakeholders who have the power to affect success, either positively or negatively. ACMP explains this includes executives, managers, employees, and informal influencers. Stakeholder analysis (B) identifies them, but the engagement strategy (A) ensures they are involved in meaningful ways to support adoption. Sponsorship engagement (C) is specific to leaders, while communications engagement (D) covers messaging but not active participation. (Reference: ACMP Standard, Process Group 2 - Stakeholder Engagement Strategy; Activities: Define how stakeholders are engaged to maximize success.)

NEW QUESTION # 104

What is the purpose of identifying goals, objectives and criteria for success before an initiative is rolled out?

- A. To identify stakeholder attributes such as commitment to the future state
- B. To connect the change to its authors and determine accountability requirements needed for the future state
- C. To specify alignment to strategic objectives that will guide the organization towards its future state
- D. To provide tangible and measurable goals that represent planned progress towards the adoption of the future state

Answer: D

Explanation:

ACMP emphasizes the importance of defining clear goals, objectives, and criteria for success before rolling out change. These provide a tangible and measurable baseline for tracking progress and adoption. Success criteria guide communications, training, resistance management, and sponsor accountability. While alignment to strategy (C) and stakeholder commitment (A) are important, they are broader considerations.

Accountability (D) is part of sponsorship planning. The key purpose is to establish measurable progress indicators to ensure the change achieves adoption and intended outcomes.

(Reference: ACMP Standard, Process Group 2 - Formulate; Activity: Identify goals, objectives, and criteria for success.)

NEW QUESTION # 105

As a change manager you identify and leverage employees who can positively affect the overall success of the change. What strategy document is the likely output of this task?

- A. Stakeholder engagement strategy
- B. Sponsorship engagement strategy
- C. Communication engagement strategy
- D. Stakeholder analysis strategy

Answer: A

Explanation:

Leveraging employees who can influence peers positively is an activity within stakeholder engagement strategy development. The ACMP Standard identifies stakeholder engagement as a formal plan that ensures key stakeholders are identified, assessed, and engaged according to their influence, impact, and willingness to support. By activating informal leaders and influencers, the change manager strengthens adoption across the organization. Sponsorship engagement focuses on executives, while communication strategy covers messaging and delivery. Therefore, the correct strategy output here is the stakeholder engagement strategy.

(Reference: ACMP Standard, Process Group 2 - Formulate Strategy, Stakeholder Engagement Strategy:

Identify, analyze, and leverage stakeholders, including influencers.)

NEW QUESTION # 106

What resource component of the change management plan addresses the gap in skills of the impacted stakeholders before and after a major change?

- A. Physical resources
- B. Financial resources
- **C. Human resources**
- D. Information resources

Answer: C

Explanation:

Human resources are central to addressing skill and capability gaps in impacted stakeholders. According to ACMP, the resource plan must account for training, coaching, and allocation of people with the right skills to support adoption. While physical (B), financial (C), and informational (A) resources are also necessary, they do not directly address skills development. Human resources include internal staff, trainers, and external experts who enable stakeholders to transition successfully. Thus, option D is correct. (Reference: ACMP Standard, Process Group 3 - Resource Plan; Identify human resources to close skill gaps and build adoption capability.)

NEW QUESTION # 107

Which change management topics should the change manager review during sponsor coaching?

- A. Common project manager mistakes
- B. Lessons learned from previous projects
- C. Requests for additional funding for change management activities
- **D. Role, responsibilities and actions to visibly support the change**

Answer: D

Explanation:

Sponsor coaching is critical because sponsorship is the top success factor in change management. Coaching should focus on ensuring the sponsor understands and enacts their role and responsibilities, including visible support, active communication, resource allocation, and barrier removal. While lessons learned may help inform, and funding requests may arise, the core content of sponsor coaching must emphasize what they must do to be effective. This includes visible leadership behaviors, stakeholder engagement, and role modeling commitment.

(Reference: ACMP Standard, Process Group 2 - Sponsorship Strategy and Coaching Plan; Key activities:

Define sponsor role, actions, visibility, and accountability.)

NEW QUESTION # 108

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