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## ACMP Global Certified Change Management Professional Sample Questions (Q102-Q107):

### NEW QUESTION # 102

What should a change manager do at the end of a change effort to enhance his/her organization's ability to deal with future change?

- A. Transfer ownership of change outcomes to operational stakeholders
- **B. Design and conduct a lessons learned evaluation**
- C. Release all change resources for use on other efforts
- D. Evaluate the change outcomes against project objectives

**Answer: B**

Explanation:

A lessons learned evaluation captures what worked well and what did not during a change effort, producing insights for future initiatives. ACMP specifies that documenting lessons is essential for organizational learning and improving maturity in change management. While transferring ownership (B) and evaluating outcomes (D) are important closure steps, the action that most directly enhances the organization's ability to handle future changes is conducting and sharing a lessons learned evaluation.

(Reference: ACMP Standard, Process Group 5 - Close; Activity: Document lessons learned and share with organization.)

### NEW QUESTION # 103

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

**Answer: B**

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 # 104

What is recommended when evaluating outcomes against the change objectives?

- A. Create a final stakeholder communications plan
- B. Ensure stakeholders truly understand what the change is about
- C. Design metrics to ensure a common understanding of outcomes
- **D. Review outcomes with appropriate leaders/stakeholders**

**Answer: D**

Explanation:

Evaluation is collaborative: ACMP advises reviewing adoption/benefit results with sponsors and stakeholders, validating whether objectives and success criteria were met, and agreeing on remediation or sustainment actions. Designing metrics occurs earlier (Strategy/Plan phases). Ensuring understanding and building a comms plan are execution activities, not evaluation techniques.

(Reference: ACMP Standard, Process Group 5 - Evaluate outcomes vs. objectives; Joint review with governance and stakeholders.)

### NEW QUESTION # 105

A change in leadership resulted in a need to adjust an existing change management plan. To maintain momentum, what needs to happen after these adjustments are approved?

- A. Decisions are communicated to governing bodies only
- B. Original plans are immediately deleted
- **C. Decisions are communicated to all relevant stakeholders**
- D. A person is identified to respond to questions about the adjustment

**Answer: C**

Explanation:

Maintaining momentum requires transparent communication of adjustments to all relevant stakeholders.

ACMP emphasizes that changes in sponsorship or leadership demand careful communication so stakeholders understand impacts on scope, expectations, and behaviors. Communicating only to governing bodies (B) risks disengagement. Identifying a responder (A) is insufficient, and deleting plans (D) removes valuable history.

Option C aligns with ACMP's standard for ensuring adjustments are widely communicated to sustain confidence and momentum.

(Reference: ACMP Standard, Process Group 3 - Plan Development; Guidance: Communicate plan changes clearly to all relevant stakeholders.)

### NEW QUESTION # 106

What approach would you take to ensure an individual's engagement on a change effort?

- **A. Develop a stakeholder strategy**
- B. Develop a change impact analysis
- C. Conduct a change readiness assessment
- D. Develop a training and development strategy

**Answer: A**

Explanation:

Engagement is best ensured through a stakeholder strategy, which specifies how each stakeholder will be involved, supported, and motivated. Readiness (A) and impact analysis (B) provide insights into where engagement is needed, and training strategies (D) address skill gaps. However, the plan that directly ensures engagement of individuals is the stakeholder strategy. It aligns activities to roles, influence, and readiness levels, making engagement intentional and personalized.

(Reference: ACMP Standard, Process Group 2 - Stakeholder Engagement Strategy; Outcome: Ensure meaningful engagement of stakeholders in the change effort.)

### NEW QUESTION # 107

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