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ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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 4	• 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.
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ACMP Global Certified Change Management Professional Sample Questions (Q98-Q103):

NEW QUESTION # 98

What is a recommended practice for aligning stakeholders around benefits and value of a change?

- A. Use both formal and informal channels to communicate the business rationale for the change
- B. Analyze the learning capabilities of the organization impacted by the change
- C. Evaluate the final outcome of the change against the original objectives of the change
- D. Conduct a risk assessment of the dangers and impediments to implementing the change

Answer: A

Explanation:

ACMP emphasizes using multiple communication channels to align stakeholders to benefits and value. Both formal channels (emails, town halls, official reports) and informal channels (peer networks, change agents) reinforce understanding of why the change matters and how it supports strategy. Risk assessments (A) and learning capability analysis (B) are useful but not primarily about aligning stakeholders. Evaluating outcomes (D) occurs post-implementation, not during alignment. Thus, the best practice is multi-channel communication of the business rationale.

(Reference: ACMP Standard, Process Group 4 - Communications execution; Guidance: Reinforce benefits through formal/informal networks.)

NEW QUESTION # 99

What is the objective of a stakeholder engagement strategy?

- A. To ensure that key impacted individuals are identified and engaged
- B. To ensure that individuals or groups affected by a change are engaged in the change effort
- C. To engage the most resistant employees in the change
- D. To engage all managers as stakeholders is key for change success

Answer: B

Explanation:

The stakeholder engagement strategy defines how individuals and groups impacted by the change will be engaged throughout the initiative. According to ACMP, the purpose is to build trust, reduce resistance, and strengthen adoption by ensuring those affected are actively involved in the process. While resistant employees (B) and managers (A) are subsets of stakeholders, the broader objective is inclusivity of all affected groups (option D). Identification (C) is part of stakeholder analysis, not the engagement strategy itself.

(Reference: ACMP Standard, Process Group 2 - Stakeholder Engagement Strategy; Outcome: Ensure engagement of individuals and groups impacted by the change.)

NEW QUESTION # 100

The change project aims at growing market shares for division X. Over the past weeks customers have been indicating that they are not ready for the new product line. What do you need to do to decrease the speed of change?

- A. Modify the feedback mechanism
- **B. Modify the change management plan execution**
- C. Modify the organizational readiness assessment
- D. Modify the measurement plan

Answer: B

Explanation:

If customers indicate lack of readiness, the change manager must adjust execution of the plan. This may involve slowing rollout, extending training, or revising communications until readiness increases. ACMP stresses flexibility during execution, making real-time adjustments based on feedback and adoption data.

Modifying readiness assessment (B) is retrospective, not corrective. Feedback mechanisms (A) and measurement (D) are tools for detection, not immediate corrective action. Therefore, execution adjustments are required to align with stakeholder readiness. (Reference: ACMP Standard, Process Group 4 - Execute; Activities: Monitor adoption and adjust implementation as required based on readiness feedback.)

NEW QUESTION # 101

What are the essential tools that when used together minimize the risk of unsustainability of a change effort?

- A. Sponsorship plan, stakeholder engagement plan and learning and development plan
- B. Resource plan, project schedule and sponsorship plan
- **C. Communication plan, learning and development plan and reward and recognition system**
- D. Vision statement, project charter and strategy plan

Answer: C

Explanation:

To minimize the risk of unsustainability, ACMP highlights three essential levers:

- * Communication plan- ensures consistent reinforcement of key messages.
- * Learning and development plan- builds knowledge, skills, and behaviors for sustaining change.
- * Reward and recognition system- reinforces desired behaviors and motivates continued adoption.

Other options contain valuable tools, but none combine reinforcement, capability building, and recognition in the same way. Option D directly addresses sustainability risk by embedding and rewarding new ways of working. (Reference: ACMP Standard, Process Group 4 - Execute; Activities:

Communication execution, learning and development, reinforcement via recognition systems.)

NEW QUESTION # 102

Linking rewards and recognition required by a change initiative is a component of which strategy?

- A. Change impact and readiness
- B. Learning and development
- **C. Sustainability**
- D. Measurement and benefit realization

Answer: C

Explanation:

ACMP identifies rewards and recognition systems as key elements of the sustainability strategy. They reinforce desired behaviors, prevent regression to old practices, and motivate adoption. Impact and readiness (A) identify scope and preparedness. Learning and development (C) builds skills, and measurement (D) evaluates progress. Only sustainability (B) directly incorporates reinforcement through recognition.

(Reference: ACMP Standard, Process Group 4 - Sustainability Plan; Activity: Integrate rewards and recognition to sustain adoption.)

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