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ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 (Q59-Q64):

NEW QUESTION # 59
What is the most significant indicator of an effective communications plan?

- A. Subject matter experts are engaged to give guidance in the delivery of the communication
- B. Stakeholders are able to build awareness, establish understanding and define core ownership around delivery of messages
- C. The feedback channels provide impacted employees the opportunity to engage
- D. The communications strategy is clear and contains key messages and responsibilities

Answer: B

Explanation:
The effectiveness of a communication plan is measured not by its structure, but by its impact on stakeholders
. ACMP highlights three communication outcomes: awareness, understanding, and ownership. When stakeholders demonstrate these, the plan is effective. Feedback channels (A) and clear strategies (B) are necessary but not sufficient-they are enablers, not outcomes. SMEs (D) may help technically but do not define effectiveness. Therefore, option C reflects the ultimate measure of effectiveness.
(Reference: ACMP Standard, Process Group 3 - Communication Plan; Outcomes: Build awareness, understanding, and commitment.)

NEW QUESTION # 60
What set of inputs would a change manager use to develop an external environment impact assessment?

- A. Stakeholder analysis, change inputs and charter
- B. Stakeholder analysis, vision statement and research
- C. Business case, vision statement and strategic plan
- D. Strategic plan, risk plan and business case

Answer: C

Explanation:
An external environment impact assessment evaluates how external factors (market, social, regulatory) influence the change. ACMP identifies business case, vision statement, and strategic plan as critical inputs.
The business case explains rationale and benefits, the vision provides direction, and the strategic plan ensures alignment. Stakeholder analysis (A, B) is internal, while risk plans (D) address implementation risks.
Therefore, option C is correct.
(Reference: ACMP Standard, Process Group 1 - Evaluate; Activity: Assess external environment using strategic, vision, and business case inputs.)

NEW QUESTION # 61
What is the role of human resource management in a major change effort?

- A. The art of ensuring that discipline and focus is well maintained
- B. The department with the responsibility of hiring and firing
- C. A process that ensures there is a good working relationship between the project and change management teams
- D. A strategic function for identifying the most effective use of people

Answer: D

Explanation:
ACMP frames Human Resources as a strategic partner in change efforts. Beyond administrative hiring/firing, HR ensures that talent deployment, skills alignment, and workforce strategies enable successful adoption.
HR collaborates with change leaders to identify where skills must be developed, how performance management systems reinforce

new behaviors, and how recognition and rewards sustain the change. By focusing on the effective use of people, HR connects workforce planning to change adoption and benefits realization. Options A, C, and D describe tactical or narrow roles, but ACMP emphasizes HR's strategic function in aligning people and organizational goals.
(Reference: ACMP Standard, Process Group 3 - Resource Plan; and ACMP Standard, Execution: Align HR systems such as performance, rewards, training with change goals.)

NEW QUESTION # 62
What condition should be met before a change initiative is considered final and complete?

- A. Translate the obtained change results into a stakeholder satisfaction survey
- B. A document demonstrating the transfer of the change outcomes to the appropriate stakeholder operational owners
- C. An education plan for new employees
- D. Translate the obtained change results into an effective business operation plan

Answer: B

Explanation:
Closure requires formal transfer of outcomes to operational owners. ACMP explains this ensures sustainability by embedding responsibility into business operations. Business operations planning (A), surveys (C), and education plans (D) may support continuity, but the required condition for closure is documented transfer of ownership. Without this, the change may revert or fail to sustain. Thus, option B aligns with ACMP best practices.
(Reference: ACMP Standard, Process Group 5 - Close; Activity: Transfer ownership of outcomes to operational resources.)

NEW QUESTION # 63
After communication meetings with all employees impacted by a change initiative, the feedback was that many of them do not understand the reasons for this change. Which part of the communications strategy is most likely to be revised to achieve desired outcome of change communication?

- A. Stakeholders should be able to change
- B. Stakeholders should be adaptable and focused on the future
- C. Business rationale as case for change
- D. Stakeholders should know how to change

Answer: C

Explanation:
If employees do not understand why the change is happening, the issue lies in the business rationale/case for change component of the communication strategy. ACMP stresses that building awareness starts with a clear explanation of why change is needed, risks of not changing, and expected benefits. The other options (B-D) deal with ability, adaptability, or future readiness, which follow only after a strong rationale is understood.
Thus, revising the business rationale (A) is necessary.
(Reference: ACMP Standard, Process Group 3 - Communication Plan; Activity: Communicate business rationale to build awareness and alignment.)

NEW QUESTION # 64
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