

## **Exam Name - Certified Change Manager - Practitioner (CCMP)**

### **Sample Exam**

**1.** A senior leader isn't exhibiting the change behavior expected. You should:

- A. Escalate to the board
- B. Coach the leader on behavior modeling and explain its impact
- C. Remove them from the initiative
- D. Assume it's not essential for success

Answer **B**

**2.** What's the main purpose of a Change Readiness Assessment?

- A. Predict future layoffs
- B. Confirm all training is done
- C. Evaluate stakeholders' preparedness in awareness, skills, and willingness to change
- D. Measure project cost

Answer **C**

**3.** Embedding new behavior in an organization is best achieved by:

- A. Sending a single company-wide memo
- B. Leaders modeling the behavior and reinforcing it through systems and recognition
- C. Holding a one-time training session
- D. Auditing compliance without support

Answer **B**

4. A stakeholder dismisses the change as "management fad." You respond by:

- A. Telling them they're wrong
- B. Acknowledging their doubt, then sharing relatable success stories
- C. Ignoring it
- D. Reporting them for negativity

Answer **B**

5. In Kotter's 8-step model, the FINAL step is:

- A. Generate short-term wins
- B. Empower broad-based action
- C. Anchor new approaches into the culture
- D. Create urgency

Answer **C**

6. To gauge change success, the MOST useful measure is:

- A. Emails sent to stakeholders
- B. Survey scores on morale
- C. Business KPIs tied to the change (e.g., efficiency, error reduction)
- D. Training attendance numbers

Answer **C**