

✔ **Congratulations! You passed!**

Grade received **100%** To pass 80% or higher

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## Test your knowledge on balancing team and stakeholder needs

Total points 3

1. As a data analyst, it's important to communicate often. Sharing detailed notes and creating reports are ways to communicate with the people who have invested time and resources in a project. Who are these people?

1 / 1 point

- ☐ Executives
- ☐ Customer-facing team
- ☐ Subject-matter experts
- ☒ Stakeholders

✔ **Correct**

Stakeholders invest time and resources into a project. Sharing detailed notes and creating reports are useful ways to keep them up-to-date.

2. The customer-facing team does which of the following activities? Select all that apply.

1 / 1 point

- ☒ Compile information about customer expectations

✔ **Correct**

The customer-facing team compiles information, shares feedback, and sets expectations.

- ☐ Provide operational leadership for the company

- ☒ Share customer feedback

✔ **Correct**

The customer-facing team compiles information, shares feedback, and sets expectations.

- ☐ Tell the data story to others

3. The human resources director approaches a data analyst to propose a new data analysis project. The analyst has a lot of experience in human resources and believes the director is taking the wrong approach, and it will lead to some problems. Select the data analyst's best course of action.

1 / 1 point

- ☐ Politely explain that the director has been taking on an out-of-scope project at this time.

- ☐ Politely explain that they're too busy to take on another project at this time.
- ☐ Complete the project as requested, but set aside some time in the future to fix the problems that are sure to come up.
- ☒ Respectfully explain their viewpoints and offer the director some additional information to help improve the project.
- ☐ Tell the director that they're very sorry, but they can't work on the project.



**Correct**

The analyst should respectfully explain their viewpoints and offer the director some additional information to help improve the project.