

✔ Congratulations! You passed!

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

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Test your knowledge on clear communication

Total points 5

1. To communicate clearly with stakeholders and team members, there are four key questions data analysts ask themselves. The first is: Who is my audience? Identify the remaining three questions. Select all that apply.

1 / 1 point

☒ What does my audience already know?

✔ Correct

The four key questions data analysts ask themselves when communicating with stakeholders are: Who is my audience? What do they already know? What do they need to know? And how can I communicate effectively with them?

☒ What does my audience need to know?

✔ Correct

The four key questions data analysts ask themselves when communicating with stakeholders are: Who is my audience? What do they already know? What do they need to know? And how can I communicate effectively with them?

☒ How can I communicate effectively to my audience?

✔ Correct

The four key questions data analysts ask themselves when communicating with stakeholders are: Who is my audience? What do they already know? What do they need to know? And how can I communicate effectively with them?

☐ Why are stakeholders and team members important?

2. A colleague sent you a question via email nearly two days ago. You know it's going to take a while for you to find the answer because you need to do some research first. You're too busy to get it done today. What's the best course of action?

1 / 1 point

☐ Forward the email to the entire data analytics team, and ask if someone else can answer the question for you.

☒ Reply with a quick update thanking the sender for their patience and letting them know when they can expect you to respond with the answer to their question.

☐ Respond right away with your best guess to the answer of their question. The sender has been waiting nearly 48 hours, and any response is better than nothing.

☐ Delete the email. By the time you're able to answer the question, it won't be helpful information anyway.

✔ Correct

The best course of action is to reply with a quick update thanking the sender for their patience and letting them know

when they can expect you to respond with the answer to their question.

3. Focusing on stakeholder expectations enables data analysts to achieve what goals? Select all that apply.

1 / 1 point

☒ Improve communication among teams

☒ **Correct**

Focusing on stakeholder expectations enables data analysts to understand project goals, improve communication, and build trust.

☒ Understand project goals

☒ **Correct**

Focusing on stakeholder expectations enables data analysts to understand project goals, improve communication, and build trust.

☐ Multitask more effectively

☒ Build trust

☒ **Correct**

Focusing on stakeholder expectations enables data analysts to understand project goals, improve communication, and build trust.

4. A stakeholder has asked a data analyst to produce a report very quickly. What are some strategies the analyst can apply to ensure their work isn't rushed, answers the right question, and delivers useful results? Select all that apply.

1 / 1 point

☐ Work overtime to get the report done by the following day

☒ Reframe the question

☒ **Correct**

To ensure their work answers the right questions and delivers useful results, the data analyst should set clear expectations, outline the problem, and reframe the question.

☒ Outline the problem

☒ **Correct**

To ensure their work answers the right questions and delivers useful results, the data analyst should set clear expectations, outline the problem, and reframe the question.

☒ Set clear expectations about timeframe

☒ **Correct**

To ensure their work answers the right questions and delivers useful results, the data analyst should set clear expectations, outline the problem, and reframe the question.

5. Asking questions including, "Does my analysis answer the original question?" and "Are there other angles I haven't considered?" enable data analysts to accomplish what tasks? Select all that apply.

1 / 1 point

☐ Identify primary and secondary stakeholders

☒ Use data to get to a solid conclusion

☒ **Correct**

Asking questions such as these enables data analysts to consider the best ways to share data with others, help their team make informed decisions, and use data to get to a solid conclusion.

☒ Help their team make informed, data-driven decisions

☒ **Correct**

Asking questions such as these enables data analysts to consider the best ways to share data with others, help their team make informed decisions, and use data to get to a solid conclusion.

☒ Consider the best ways to share data with others

☒ **Correct**

Asking questions such as these enables data analysts to consider the best ways to share data with others, help their team make informed decisions, and use data to get to a solid conclusion.