**Lecture 4 Review**

Video (4.5 min)

<http://www.youtube.com/watch?v=dELsfKv-5Lc>

1. What are the four cornerstones of the PMI code of ethics?

* Responsibility
* Respect
* Fairness
* Honesty

1. Define each cornerstone of the PMI code of ethics and state two clauses under each one.

* Responsibility – own your actions
  + Fulfill comitments
  + Make decisions based on public saftey
* Respect – concern for others, self and resources
  + Active listening
  + Negotiate in good faith
* Fairness – be object
  + Avoid favoritism
  + Disclose COI
* Honesty- be truthful
  + Do not deceive
  + Provide accurate info

3. What are the requirements for PMP certification?

* Education (4 years)
* 3 years experience (450 hours in different areas)
* Take the 200 questions Exam
* Continue to develop (60 professional devolpment units)
* PMI code of ethics

4. What is the clause that is above all other clauses in all codes of ethics?

* Act in best interest of public, health and safety

5. List two clauses in the codes of ethics discussed so far that support/encourage getting a certification in your field.

* Strive for better understanding ; improve competence
* SECE
  + qualifications

6. List three things a project manager is responsible for.

* Solving issues
  + Technical
  + Team conflicts
  + Schedule
  + Cost issues
* Uphold the code
  + Follow procedure
  + Know regulations
  + Create procedure
* Address ethical issues

7. Name four phases any project goes through.

* Initiation
  + Form team
* Planning
  + Schedule
  + Time
  + Cost
  + Quality
  + HR, communication
* Execute and monitor
  + Metrics
* Closing
  + Deliver
  + Lessons learned, document

8. What are the four conflict resolution techniques?

* Collaborating / Problem solving / Confronting
  + Most effective
* Compromise
  + Partial Satisfaction
* Smoothing / Accommodating
* Avoidance / Withdrawal
  + Issue not worth

Short video (3.5 min)

<http://www.youtube.com/watch?v=dwqvZiTIdeE&list=PLXerNiozYvi_-Oc39NxTgMuJym2w4ESVx>

* Be open
* Don’t take sides
* Mediate
* Look for root cause

9. As a buyer for your company, which of the following could you accept as a gift

a. A trip to Hawaii from a supplier to learn about their products

b. A pen sent by a customer in gratitude for a job well done on a previous project

c. a smoked turkey from a local vendor

d. money from a vendor in a country where such incentives are common

* A,C,D are COI’s
* B is the best

10. It may be considerd unethical to moonlight as a consulting engineer while working full time for an employer because:

a. you should not be competing with your employer for clients

b. you may not be able to perform well in your day job if you go to work tired most of the time.

c. there is a temptation to use your company’s proprietary information

d. getting two paychecks is unfair to other engineers who hold only one job.

* D is out, question is btwn you and employer
* C is situational, temption does not equate to actually being unethical
* A is out, question doesn’t say your company consults

ACM code of ethics:

<http://www.acm.org/about/code-of-ethics>

PMI code of ethics:

<http://www.pmi.org/en/About-Us/Ethics/~/media/PDF/Ethics/ap_pmicodeofethics.ashx>