Question 279: It is commonly acknowledged that one of the most important sets of skills a project manager should develop is their communication skills. All of the following are examples of communication skills except?A

A: Reviewing the work breakdown structure to ensure team members know what has to be done.

B: Setting and managing expectations.

C: Persuading a person or organization to perform an action.

D: Listening actively and effectively.

Question 280: Your project is experiencing a range of variations that require one of the contracts you are using to engage an external vendor to be amended. What sort of communication is most appropriate when dealing with changes to a contract?B

A: Informal written B: Formal written C: Formal verbal D: Electronic

Question 281: After conducting your stakeholder analysis, you determine that there are, excluding you, 7 stakeholders on the project. How many communication channels are there?C

A:7 B: 21 C:28 D: 35

Question 282: There are 12 stakeholders including yourself on the project, so how many communication channels are there?A

A: 66 B: 144 C:78 D: 12

Question 283: All of the following are factors that influence the method of communication disbursement between team members except?C

A: Availability of technology

B: Duration of the project

C: Local government regulations

D: Urgency of the need for information

Question 284: You are leading a team on a complex project that requires constant communication with influential stakeholders. Despite your best efforts, the message that you send to the stakeholders is disrupted and misunderstood. Communication between the sender and the receiver is often affected by communication barriers or noise. These include all of the following except?C

A: Educational differences

B: Differences in motivation

C: Lack of a communications device

D: Cultural differences

Question 285: You are having difficulty concentrating on what a stakeholder is saying during a business meeting and you feel you are not fully understanding them. What technique could help you to understand them better?A

A: Repeat the message back to the stakeholder.

B: Ask them to write everything down.

C: Ask to postpone the meeting until you feel better.

D: Ask them to speak slower.

Question 286: Your project team is scattered over three countries in three different time zones. Each project office has a different language as its first language, so to improve communication you have asked that all correspondence be conducted in English. In doing this, what are you trying to minimize in your team’s communication?C

A: Environmental constraints

B: Cultural differences

C: Noise

D: Foreign accents

Question 287: The skill of listening involves more than just hearing the sounds. Which of the following is a characteristic of a good listener?B

A: Takes good notes.

B: Repeats some of the things said.

C: Finishes the speaker’s sentences.

D: Agrees with the speaker.

Question 288: You are in the process of sending out your weekly project update to a wide range of stakeholders. This is an example of what sort of communication method?D

A: Stakeholder management strategy

B: Pull communication

C: Interactive communication

D: Push communication

Question 289: You are using your intranet site to post large amounts of information that team members can log into to read. This is an example of what sort of communication method?D

A: Encoding and decoding

B: Push communication

C: Interactive communication

D: Pull communication

Question 290: Your project team has spent a considerable amount of time and energy completing the stakeholder analysis and putting together the communications management plan but is now disagreeing what, how, and when different communication methods are to be used. Who should take responsibility for determining this?D

A: Stakeholder representative B: Project team

C: Project sponsor

D: Project manager

Question 291: You are regularly referring to your communications management plan to help guide your project communications. Which of the following would you not expect to find in your communications management plan?B

A: The person responsible for authorizing the release of confidential information

B: Team members’ addresses and phone numbers

C: Glossary of common terminology

D: Stakeholder communication requirements

Question 292: As part of your project, you regularly hold status meetings with project team members and influential stakeholders. You endeavor at all times to ensure that these meetings are productive and contribute to successful communication on the project. All of the following are techniques to ensure your project meetings are more productive except?A

A: Teleconferencing

B: Ground rules

C: A set start and finish time for the meeting

D: An agenda

Question 293: While carrying out the work described in your project communications plan, you go to great lengths to ensure that relevant information is disseminated to the correct stakeholders in the right way at the right time. As a senior project manager, you know that effective information distribution is a key factor in project success. This is because effective information distribution includes all of the following techniques except?C

A: Writing style

B: Presentation techniques

C: Issue log

D: Choice of media

Question 294: You have decided to study for the PMP® credential and are currently learning the way in which the project life cycle can be described in terms of process groups associated with initiating, planning, executing, monitoring and controlling,

and closing activities. You then move on to studying the ways in which successful communication occurs in a project. In order to demonstrate how much you have learned, you are able to describe to a colleague how some aspect of project communication occurs in different process groups. The Manage Communications process occurs within which PMBOK® Guide process group?C

A: Initiating

B: Planning

C: Executing

D: Monitoring and Controlling

Question 295: You and your project team have been in negotiations with a potential supplier for several hours over an important contract that will deliver a large part of the one product required to complete your project. You and your team are getting frustrated at the slow rate of progress on the negotiations but know it is important that they are done thoroughly. How important is non-verbal communication to the negotiations?A

A: Very important

B: Not very important

C: Only important when the other party is silent

D: Only important during negotiations over cost

Question 296: You have called a team member into your office to deal with unacceptable behavior towards other project team members. After the meeting you decide to follow up to make clear what was discussed. What is the best form of communication to use in this instance?A

A: Formal written B: Formal verbal C: Informal written D: Informal verbal

Question 297: Your project sponsor has asked you to present a detailed project update to some high-level stakeholders who are concerned that the project is not meeting its agreed timeframes, its agreed budget, nor delivering the quality the customer is expecting. What information and method would be BEST to use in this situation?D

A: A verbal presentation during a 10-minute meeting

B: A summary milestone report tabled as an agenda item at

their next scheduled meeting

C: A PowerPoint presentation outlining the major issues, given in your office

D: A detailed performance report in writing with an accompanying presentation and time for questions and answers

Question 298: You are attempting to communicate with various project stakeholders and, despite your best efforts, you find that the information that you send to them is misunderstood. Cultural differences and using unfamiliar technology are the main problems contributing to this lack of understanding. What is the best term to describe these characteristics?C

A: Decoding

B: Feedback

C: Noise

D: Transmission

Question 299: You are actively monitoring and controlling the project communications according to your approved communications management plan and are seeking to generate work performance information about the effectiveness of your project communications. Which of the following would be least useful to you?D

A: Project communications

B: Issue log

C: Work performance data

D: Change requests

Question 300: You are using historical data about your project to forecast an estimated future outcome in your project performance reporting. This is an example of what forecasting method?D

A: Budget forecasts

B: Judgmental methods

C: Econometric method

D: Time series methods

Question 301: Your project team has just finished the first round of soliciting information from experts about what they think the forecasted future performance on your project will be using information supplied to them. You are currently assessing the information supplied anonymously by the respondents and plan to request a second round of opinions to use in your project forecasts. What forecasting method are you using?A

A: Judgmental method

B: Causal method

C: Earned value

D: Econometric method

Question 302: Which of the following would you not expect to see in a detailed project performance report?B

A: Current status of risks and issues

B: Staff performance reviews

C: Forecasted project completion

D: Summary of changes approved in the period

Question 303: Several of your stakeholders are raising issues with you, and you are documenting their issues in an issue log and providing feedback to the stakeholders about the status and any resolution of the issues. Furthermore, you are using the issue log as an input into a process because it provides a repository for what has already happened in the project and a platform for subsequent communication to be delivered. Which process are you involved in?A

A: Control Communications

B: Manage Communications

C: Plan Communications Management D: Monitor and Control Project Work

Question 304: A project manager should spend approximately how much of their time communicating to team members and stakeholders to effectively contribute to project success?C

A: 50% B: 5% C: 90% D: 70%

Question 305: Which of the following has been identified as one of the single biggest reasons for project success or failure?C

A: Enterprise environmental factors

B: Financial accountability and accuracy

C: Appropriate communication

D: The nature of the working relationship between project sponsor and the project manager

Question 306: There are 36 communications channels on a project. How many stakeholders are there in the project?D

A:6 B: 36 C:18 D:9