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item

1. You encounter a problem that requires changes to the project plan your stakeholders agreed upon. Which of the following is the best choice for how to address the problem?

1 / 1 point

- ☐ Present all the relevant project documents and send an email to your stakeholders.
- ☐ Challenge your team members to do better and reward improved performance.
- ☒ Present the problem succinctly to your stakeholders and offer a solution.
- ☐ Pause operations until your stakeholders address the problem.

✓ Correct

2. As a project manager, you encounter a problem that you need to send to your stakeholders. You synthesize the information for the stakeholders. What should your synthesis be?

1 / 1 point

- ☒ A one to two sentence overview of the problem and your proposed solution.
- ☐ A collection of emails, presentations, and meeting notes that document the problem.
- ☐ A list of proposed solutions for your stakeholders to choose from.
- ☐ An email to important stakeholders with a link to a new project plan.

✓ Correct

3. OKRs are a tool used for what?

1 / 1 point

- ☐ Project management workflows
- ☐ A summary of the project
- ☐ A brief plan for the project
- ☒ Organization-wide goal setting

✓ Correct

4. Stakeholders are often focused on other work beyond your project. What is one way to establish the significance of a problem in your project to stakeholders?

1 / 1 point

- ☒ Explain how the problem will negatively impact a company-wide OKR.
- ☐ Exaggerate the impact the problem will have on the company's profits.
- ☐ Explain how the problem will impact team morale.
- ☐ Exaggerate by using technical language when describing the problem to make it seem complex.

✓ Correct

5. Which of the following items should be included in the body of an effective email to escalate a problem? Select all that apply.

1 / 1 point

- ☐ A complete list of team members and other project participants who are directly affected by the problem.
- ☒ A sentence that identifies how the problem may impact your organization's OKRs.

✓ Correct

- ☒ One or two sentences that summarize your problem.

✓ Correct

- ☐ A brief paragraph that identifies documentation that your stakeholder might need to review to make an informed decision.

6. You are writing the closeout report for a project you are managing. You begin by adding the objectives of the project. Which work items should you add to the report to document the information?

1 / 1 point

project, which part of your closeout report is the best place to document this information?

- ☐ Performance baseline section
- ☐ Key accomplishments section
- ☒ Project summary
- ☐ Methodology section

✓ Correct

7. What is the purpose of the executive summary in an impact report?

0 / 1 point

- ☐ To show senior stakeholders that all the tasks were completed
- ☒ To show senior stakeholders a performance overview of the project
- ☐ To allow senior stakeholders to give the team feedback on the project
- ☐ To give senior stakeholders a concise description of positive outcomes within the project

✗ Incorrect

Please review [the video on project impact reports](#).

8. What is the purpose of creating an impact report?

1 / 1 point

- ☒ To show others the value that has been added to your project
- ☐ To show future project managers how to plan a project
- ☐ To show others that you completed the project
- ☐ To show future project managers how to do a similar project

✓ Correct