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| 1. Project members should either have strong technical skills or soft skills.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *RATIONALE:* | Feedback: For projects to succeed, every project team member needs both types of skills, and needs to develop them continuously through formal education and on-the-job training. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.427 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.70 - LO: 10-1 | | *NATIONAL STANDARDS:* | United States - BUSPROG: - Comprehension | | *TOPICS:* | The Importance Of Project Communications Management | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 2. Adding more people to a project that is falling behind schedule often causes more setbacks because of the increased complexity of communications.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *RATIONALE:* | Feedback: Many top managers think they can just add more people to a project that is falling behind schedule. Unfortunately, this approach often causes more setbacks because of the increased complexity of communications. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.428 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 3. People have different personality traits that often affect their communication preferences.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *RATIONALE:* | Feedback: It is important to understand individual and group preferences for communications. People have different personality traits that often affect their communication preferences. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.429 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 4. Rarely does the receiver interpret a message exactly as the sender intended.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *RATIONALE:* | Feedback: The receiver of information rarely interprets it exactly as the sender intended. Therefore, it is important to provide several methods of communication, such as written words, visuals, videos, and meetings, and an environment that promotes open dialogue. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.429 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 5. Geographic location and cultural background have no impact on communications.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *RATIONALE:* | Feedback: Geographic location and cultural background affect the complexity of project communications. If project stakeholders are in different countries, it is often difficult or impossible to schedule times for two-way communication during normal working hours. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.429 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 6. It is extremely important to document any changes in technical specifications that might affect product performance.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *RATIONALE:* | Feedback: Project communication management involves the inclusion of detailed technical information that affects critical performance features of products or services developed in a project. It is even more important to document any changes in technical specifications that might affect product performance. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.431 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: - Comprehension | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 7. Communication becomes simpler when you increase the number of team members.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *RATIONALE:* | Feedback: An important aspect of communications is the number of people involved in a project. As the number increases, the complexity of communication increases because there are more channels or pathways through which people can communicate. Communication becomes more complex as you increase team size. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.432 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 8. In a project, communicating badly exponentially increases the possibility of making mistakes.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *RATIONALE:* | Feedback: Communicating badly exponentially increases the possibility of making fatal mistakes. A large-scale project has a lot of moving parts, which makes it that much easier to break down. Communication is the oil that keeps everything working properly. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.433 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 9. The communications management plan varies with the needs of the project.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *RATIONALE:* | Feedback: Because communication is so important on projects, every project should include a communications management plan—a document that guides project communications. The communications management plan varies with the needs of the project. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.434 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.CHW.14.72 - LO: 10-3 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Planning Communications Management | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 10. Most WBSs include a section for project communications to ensure that reporting key information is a project deliverable.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *RATIONALE:* | Feedback: Information about the content of essential project communications comes from the work breakdown structure (WBS). In fact, many WBSs include a section for project communications to ensure that reporting key information is a project deliverable. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.435 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.CHW.14.72 - LO: 10-3 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Planning Communications Management | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 11. Project managers must assess the needs of the organization, the project, and individuals in determining which communication medium to use, and when.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *RATIONALE:* | Feedback: Project managers must assess the needs of the organization, the project, and individuals in determining which communication medium to use, and when. They must also be aware of new technologies that can enhance communications and collaboration. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.439 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 12. Status reports should be written in a consistent format, regardless of the stakeholders’ needs.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *RATIONALE:* | Feedback: Status reports describe where the project stands at a specific point in time. Status reports can take various formats depending on the stakeholders’ needs. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.440 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 12:44 PM | |

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| 13. A facilitator can help the team solve any communication problems.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *RATIONALE:* | Feedback: It is often beneficial to have a facilitator from outside the project team assess how well communications are working. A facilitator can also help the team solve any communication problems. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.441 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.74 - LO: 10-5 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Controlling Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 14. Good information technology project managers must have strong technical and communication skills.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *RATIONALE:* | Feedback: Most IT professionals enter the field because of their technical skills. Most find, however, that communication skills are the key to advancing in their careers, especially if they want to become good project managers. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.442 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 15. Do not have a meeting if there is a better way of achieving the objective at hand.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *RATIONALE:* | Feedback: One of the guidelines for conducting meetings is to determine if a meeting can be avoided. Do not have a meeting if there is a better way of achieving the objective at hand. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.443 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 16. Minutes must be a comprehensive report of the meeting that was scheduled.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *RATIONALE:* | Feedback: Minutes should be short and focus on the crucial decisions and action items from the meeting. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.444 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 17. E-mail is the most appropriate medium for all types of communications.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *RATIONALE:* | Feedback: E-mail is not an appropriate medium for the following types of communications: assessing commitment, building consensus, mediating a conflict, resolving a misunderstanding, making an ironic statement, conveying a reference document, reinforcing one’s authority, or maintaining confidentiality. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.438 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 12:59 PM | |

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| 18. The project manager often combines information from all of the lessons-learned reports into a project summary report.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *RATIONALE:* | Feedback: The project manager often combines information from all of the lessons-learned reports into a project summary report. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.449 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 1:50 PM | |

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| 19. Improving an organization’s ability to communicate is an easy process.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *RATIONALE:* | Feedback: Improving an organization’s ability to communicate requires a cultural change in an organization that takes a lot of time, hard work, and patience. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.455 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.76 - LO: 10-7 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Using Software To Assist In Project Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 12:54 PM | |

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| 20. Which process involves determining the information and communications needs of the stakeholders?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | strategic planning | b. | systems management | |  | c. | identifying stakeholders | d. | planning communications |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | Feedback: Planning communications management involves determining the information and communications needs of the stakeholders. Who needs what information? When will they need it? How will the information be given to them? | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.427 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.70 - LO: 10-1 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | The Importance Of Project Communications Management | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/8/2018 7:08 PM | |

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| 21. The output of the \_\_\_\_\_ process is a communications management plan.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | managing communications | b. | reporting performance | |  | c. | controlling communications | d. | planning communications |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | Feedback: Planning communications management involves determining the information and communications needs of the stakeholders. The outputs of this process include a communications management plan, project management plan updates, and project documents updates. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.427 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.70 - LO: 10-1 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | The Importance Of Project Communications Management | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 1:54 PM | |

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| 22. As a manager, you want to praise a team member, Phil, for doing a good job on a particular project. However, you know he tends to be an introvert. Which communication method would Phil be most comfortable with?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Call Phil in for a private meeting to appreciate his work. | b. | Call a team meeting to praise Phil for his work on the project. | |  | c. | Announce Phil’s accomplishment on the company Web site. | d. | Have top management and the other teams in the company award Phil. |  |  |  | | --- | --- | | *ANSWER:* | a | | *RATIONALE:* | Feedback: People have different personality traits that often affect their communication preferences. For example, if you want to praise a project team member for doing a good job, most introverts would be more comfortable receiving that praise in private, while most extroverts would like everyone to hear about their good work. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.429 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communications | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 2:31 PM | |

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| 23. According to research by Albert Mehrabian, which is NOT a way that information is communicated through face-to-face interaction?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | body language | b. | written content | |  | c. | spoken content | d. | tone of voice |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | Feedback: Research has indicated that in a face-to-face interaction, communication takes place through body language, how the words are said, and the actual spoken content. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.430-431 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 2:04 PM | |

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| 24. Which method of communication is likely to be most effective for conveying sensitive or important information?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | short face-to-face meetings | b. | e-mails | |  | c. | telephone conversations | d. | reading reports from other team members |  |  |  | | --- | --- | | *ANSWER:* | a | | *RATIONALE:* | Feedback: Short face-to-face meetings are often more effective than electronic communications, particularly for sensitive information. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.431 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 25. As the number of people involved in a project \_\_\_\_\_, the complexity of communications \_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | increases, decreases | b. | decreases, increases | |  | c. | increases, stays constant | d. | increases, increases |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | Feedback: An important aspect of communications is the number of people involved in a project. As the number increases, the complexity of communication increases because there are more channels or pathways through which people can communicate. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.432 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 26. The formula to determine the number of communication channels is \_\_\_\_\_, where *n* is the number of people involved.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | n (n-1)/2 | b. | n(n+1)/2 | |  | c. | n (n+1)/n(n-1) | d. | n(n-1)/n(n+1) |  |  |  | | --- | --- | | *ANSWER:* | a | | *RATIONALE:* | Feedback: The formula to determine the number of communication channels as the number of people involved in a project increases is: number of communication channels = n (n-1)/2. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.432 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 2:33 PM | |

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| 27. Using the formula for calculating the number of communication channels, how many channels would two people require?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | 1 | b. | 2 | |  | c. | 3 | d. | 4 |  |  |  | | --- | --- | | *ANSWER:* | a | | *RATIONALE:* | Feedback: Two people will have one communication channel. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.432 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Application | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 2:06 PM | |

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| 28. Using the formula for calculating the number of communication channels, how many channels would five people require?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | 9 | b. | 10 | |  | c. | 11 | d. | 14 |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | Feedback: Five people will have ten communication channels. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.432 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Application | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 2:06 PM | |

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| 29. A team has 10 communication channels between its various members. Using the formula for calculating the number of communication channels, it can be deduced that the team has \_\_\_\_\_ members.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | 2 | b. | 3 | |  | c. | 5 | d. | 10 |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | Feedback: If a team has 10 communication channels between its various members, it can be deduced that the team has five members by using the formula for calculating communication channels. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.432 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Application | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 3:12 PM | |

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| 30. During which phase must project teams address important considerations for managing information (and often end up updating business processes through improved communications)?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | closing | b. | execution | |  | c. | planning | d. | monitoring and controlling |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | Feedback: During project execution, project teams must address important considerations for managing information, and they often end up updating business processes through improved communications. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.436 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.70 - LO: 10-1 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | The Importance Of Project Communications Management | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 2:08 PM | |

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| 31. An example of push communication is \_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | meetings | b. | video conferencing | |  | c. | voice mails | d. | blogs |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | Feedback: In push communication, information is sent or pushed to recipients without their request via reports, e-mails, faxes, voice mails, and other means. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.437 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 32. An example of pull communication is \_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | meetings | b. | video conferencing | |  | c. | voice mails | d. | blogs |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | Feedback: In pull communication, information is sent to recipients at their request via websites, bulletin boards, e-learning, knowledge repositories like blogs, and other means. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.438 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 2:35 PM | |

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| 33. Which is true of push communication?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Information is sent only to recipients who request the information. | b. | This method ensures that the information is understood by recipients. | |  | c. | Information is sent to recipients without their request. | d. | This method ensures that the information is received by the recipients. |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | Feedback: In push communication, information is sent or pushed to recipients without their request via reports, e-mails, faxes, voice mails, and other means. This method ensures that the information is distributed, but does not ensure that it was received or understood. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.437 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 34. According to the guidelines provided by Practical Communications, Inc., a(n) \_\_\_\_\_ is a medium that is “excellent” for encouraging creative thinking.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | phone call | b. | e-mail | |  | c. | meeting | d. | website |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | Feedback: According to the guidelines provided by Practical Communications, Inc., an e-mail is a medium that is “excellent” for encouraging creative thinking. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.438 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 3:14 PM | |

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| 35. Which communication method is most appropriate for assessing the commitment of project stakeholders?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | wiki | b. | e-mail | |  | c. | website | d. | meeting |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | Feedback: If you were trying to assess commitment of project stakeholders, a meeting would be the most appropriate medium to use. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.438 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 2:36 PM | |

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| 36. According to the guidelines provided by Practical Communications, Inc., which is the most appropriate medium for giving complex instructions?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | phone call | b. | e-mail | |  | c. | meeting | d. | website |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | Feedback: According to the guidelines provided by Practical Communications, Inc., a meeting is the most appropriate medium for giving complex instructions. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.438 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 37. According to the guidelines provided by Practical Communications, Inc., what is the most appropriate medium for addressing negative behavior?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | voice mail | b. | e-mail | |  | c. | meeting | d. | website |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | Feedback: According to the guidelines provided by Practical Communications, Inc., a meeting is the most appropriate medium for addressing negative behavior. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.438 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 2:15 PM | |

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| 38. Which document addresses where the project stands in terms of meeting scope, time, and cost goals?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | technical reports | b. | status reports | |  | c. | progress reports | d. | lessons-learned reports |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | Feedback: Status reports address where the project stands in terms of meeting scope, time, and cost goals. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.440 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 2:16 PM | |

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| 39. Which document describes where the project stands at a specific point in time?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | progress reports | b. | status reports | |  | c. | forecasts | d. | lessons-learned reports |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | Feedback: Status reports describe where the project stands at a specific point in time. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.440 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 2:16 PM | |

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| 40. Which document describes what the project team has accomplished during a certain period?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | progress reports | b. | status reports | |  | c. | forecasts | d. | lessons-learned reports |  |  |  | | --- | --- | | *ANSWER:* | a | | *RATIONALE:* | Feedback: Progress reports describe what the project team has accomplished during a certain period. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.440 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:40 PM | |

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| 41. Which document predicts future project status and progress based on past information and trends?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | progress reports | b. | status reports | |  | c. | forecasts | d. | project updates |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | Feedback: Forecasts predict future project status and progress based on past information and trends. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.440 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 2:17 PM | |

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| 42. Which question is typically addressed by a project forecast?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | How much more money will be needed to complete the project? | b. | Does the quality of output match our goals? | |  | c. | Are our clients satisfied with the speed and quality of work on this project? | d. | How comfortable are employees with the software and technology being used on the project? |  |  |  | | --- | --- | | *ANSWER:* | a | | *RATIONALE:* | Feedback: Forecasts predict future project status and progress based on past information and trends. How long will it take to finish the project based on how things are going? How much more money will be needed to complete the project? | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.440 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 43. What is e-mail communication is most suited for?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | assessing commitment to a project | b. | building consensus among disputing parties | |  | c. | mediating a conflict between multiple parties | d. | communicating simple information |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | Feedback: E-mail is not appropriate for assessing commitment, building consensus, mediating a conflict, resolving a misunderstanding, making an ironic statement, conveying a reference document, reinforcing one’s authority, or maintaining confidentiality. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.438 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 2:26 PM | |

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| 44. A(n) \_\_\_\_\_ is a website that enables anyone who accesses it to contribute or modify its content.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | intranet | b. | blog | |  | c. | forum | d. | wiki |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | Feedback: A wiki is a website that enables anyone who accesses it to contribute or modify its content. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.445-446 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Projects Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:51 PM | | *DATE MODIFIED:* | 6/10/2018 2:28 PM | |

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| 45. The \_\_\_\_\_ line for any e-mail messages you write should clearly state the intention of the e-mail.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | to | b. | from | |  | c. | subject | d. | cc |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | Feedback: The subject line for any e-mail message you write should clearly state the intention of the e-mail. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.446 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 46. Which is a guideline that project managers should follow when communicating with teams through e-mail?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Always reply to all the people to whom the initial message was sent. | b. | If the entire message can fit in the subject line, put it there. | |  | c. | Minimize the total number of e-mails by including as many subjects as possible in a single e-mail. | d. | Continue replying to e-mail messages without changing the subject line to maintain continuity. |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | Feedback: Use meaningful subject lines in e-mails so readers can quickly see what information the message contains. If the entire message can fit in the subject line, put it there. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.447 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/10/2018 2:39 PM | |

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| 47. The items discussed in a(n) \_\_\_\_\_ include reflections on whether project goals were met, whether the project was successful or not, causes of variances on the project, reasoning behind corrective actions chosen, use of different project management tools and techniques, and personal words of wisdom based on team members’ experiences.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | final project report | b. | design document | |  | c. | audit report | d. | lessons-learned report |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | Feedback: Some items discussed in lessons-learned reports include reflections on whether project goals were met, whether the project was successful or not, causes of variances on the project, the reasoning behind corrective actions chosen, use of different project management tools and techniques, and personal words of wisdom based on team members’ experiences. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.449-450 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/10/2018 2:42 PM | |

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| 48. What documents include a complete set of organized project records that provide an accurate history of the project?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | project archives | b. | forecasts | |  | c. | project plans | d. | project notes |  |  |  | | --- | --- | | *ANSWER:* | a | | *RATIONALE:* | Feedback: Project archives are a complete set of organized project records that provide an accurate history of the project. These archives can provide valuable information for future projects as well. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.450 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 49. Many experts agree that the greatest threat to the success of any project, especially information technology projects, is a failure to \_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | communicate | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.426 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.70 - LO: 10-1 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | The Importance Of Project Communications Management | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 50. The outputs of the \_\_\_\_\_ process are communications management plan and project documents updates.   |  |  | | --- | --- | | *ANSWER:* | planning communications management | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.427 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.70 - LO: 10-1 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | The Importance Of Project Communications Management | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 51. \_\_\_\_\_ communications involves ensuring that stakeholder communication needs are met.   |  |  | | --- | --- | | *ANSWER:* | Monitoring | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.427 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.70 - LO: 10-1 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | The Importance Of Project Communications Management | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/8/2018 7:20 PM | |

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| 52. \_\_\_\_\_ can create communication problems; words may have different meanings in different languages.   |  |  | | --- | --- | | *ANSWER:* | Language barriers | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.429 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 53. Project managers should try to \_\_\_\_\_ the size of teams or subteams to avoid making communications too complex.   |  |  | | --- | --- | | *ANSWER:* | limit  decrease | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.432 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 54. Many information technology professionals work on \_\_\_\_\_ projects where they never meet their project sponsors, other team members, or other project stakeholders.   |  |  | | --- | --- | | *ANSWER:* | virtual | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.433 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 55. A(n) \_\_\_\_\_ is a document that guides project communications.   |  |  | | --- | --- | | *ANSWER:* | communications management plan | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.434 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.CHW.14.72 - LO: 10-3 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Planning Communications Management | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 56. A(n) \_\_\_\_\_ must include suggested methods or technologies for conveying information.   |  |  | | --- | --- | | *ANSWER:* | communications management plan | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.434 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.CHW.14.72 - LO: 10-3 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Planning Communications Management | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/10/2018 2:44 PM | |

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| 57. The \_\_\_\_\_ analysis includes information such as the contact person for the information, when the information is due, and the preferred format for the information.   |  |  | | --- | --- | | *ANSWER:* | stakeholder communications | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.434 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.CHW.14.72 - LO: 10-3 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Planning Communications Management | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 58. \_\_\_\_\_ communication happens when two or more people to exchange information via meetings, phone calls, or video conferencing.   |  |  | | --- | --- | | *ANSWER:* | Interactive | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.437 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 59. While trying to assess commitment of project stakeholders, a(n) \_\_\_\_\_ meeting or a Web conference might be the most appropriate medium to use.   |  |  | | --- | --- | | *ANSWER:* | face-to-face  face to face | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.439 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/10/2018 2:46 PM | |

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| 60. \_\_\_\_\_ are normally provided as status reports or progress reports.   |  |  | | --- | --- | | *ANSWER:* | Performance reports | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.440 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 61. \_\_\_\_\_ often create consolidated progress reports based on the information received from team members.   |  |  | | --- | --- | | *ANSWER:* | Team leaders | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.440 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 62. An important technique for \_\_\_\_\_ is the status review meeting.   |  |  | | --- | --- | | *ANSWER:* | performance reporting | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.441 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 63. The main goal of controlling communications is to ensure the optimal flow of information throughout the entire \_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | project life cycle | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.441 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.74 - LO: 10-5 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Controlling Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 64. A(n) \_\_\_\_\_ can be a vehicle for fostering team building and reinforcing expectations, roles, relationships, and commitment to the project.   |  |  | | --- | --- | | *ANSWER:* | well-run meeting  well run  meeting | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.443 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/8/2018 7:24 PM | |

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| 65. All meetings must have a(n) \_\_\_\_\_ and intended outcome.   |  |  | | --- | --- | | *ANSWER:* | purpose | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.444 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 66. A(n) \_\_\_\_\_ forces meeting organizers to plan the meeting and gives potential participants the chance to decide whether they need to attend.   |  |  | | --- | --- | | *ANSWER:* | agenda | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.444 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 67. A(n) \_\_\_\_\_ allows users to create custom websites to access documents and applications stored on shared devices.   |  |  | | --- | --- | | *ANSWER:* | SharePoint portal | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.445 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 68. \_\_\_\_\_ are journals on the Web that allow users to write entries, respond to another poster’s comments, create links, upload pictures, and post comments to journal entries.   |  |  | | --- | --- | | *ANSWER:* | Blogs | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Easy | | *REFERENCES:* | p.453 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.76 - LO: 10-7 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Using Software To Assist In Project Communication | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 69. What are the three main processes in project communications management? Briefly describe each process.   |  |  | | --- | --- | | *ANSWER:* | 1. Planning communications management involves determining the information and communications needs of the stakeholders. Who needs what information? When will they need it? How will the information be given to them? The outputs of this process include a communications management plan, project management plan updates, and project documents updates. 2. Managing communications involves creating, distributing, storing, retrieving, and disposing of project communications based on the communications management plan. The main outputs of this process are project communications, project management plan updates, project documents updates, and organizational process assets updates. Recall from Chapter 4 that organizational process assets include formal and informal plans, policies, procedures, guidelines, information systems, financial systems, management systems, lessons learned, and historical information. These assets help people understand, follow, and improve business processes in an organization. 3. Monitoring communications involves ensuring that stakeholder communication needs are met. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.427 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.70 - LO: 10-1 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | The Importance Of Project Communications Management | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 70. Describe the concepts of informal methods for distributing information. How do they compare to formal methods for distributing information?   |  |  | | --- | --- | | *ANSWER:* | It is not enough for project team members to submit status reports to their project managers and other stakeholders and assume that everyone who needs to know that information will read the reports. Some technical professionals might assume that submitting the appropriate status reports is sufficient because they are introverts and prefer communicating that way. Occasionally, that approach might work, but many people prefer informal communications. 75 percent of the general population are extroverts, so they enjoy talking to other people. Often, many nontechnical professionals—from colleagues to managers—prefer to have a two-way conversation about project information, rather than reading detailed reports, e-mails, or Web pages to try to find pertinent information.  Many colleagues and managers want to know the people working on their projects and develop a trusting relationship with them. They use informal discussions about the project to develop these relationships. Therefore, project managers must be good at nurturing relationships through good communication. Many experts believe that the difference between good project managers and excellent project managers is their ability to nurture relationships and use empathic listening skills.  Effective creation and distribution of information depends on project managers and project team members having good communication skills. Communicating includes many different dimensions such as writing, speaking, and listening, and project personnel need to use all of these dimensions in their daily routines. In addition, different people respond positively to different levels or types of communication. For example, a project sponsor may prefer to stay informed through informal discussions held once a week over coffee. The project manager needs to be aware of this preference and take advantage of it. The project sponsor will give better feedback about the project during these informal talks than through some other form of communication. Informal conversations allow the project sponsor to exercise a leadership role and provide insights and information that are critical to the success of the project and the organization as a whole. Short face-to-face meetings are often more effective than electronic communications, particularly for sensitive information. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.430-431 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 71. How do you determine the number of communications channels? How does the number of people involved in a project affect this value? How can project managers control this value?   |  |  | | --- | --- | | *ANSWER:* | An important aspect of information distribution is the number of people involved in a project. As the number of people involved increases, the complexity of communications increases because there are more communications channels or pathways through which people can communicate. There is a simple formula for determining the number of communications channels as the number of people involved in a project increases. You can calculate the number of communications channels as follows:  number of communications channels = *n(n-1)/2*  where *n* is the number of people involved.  For example, two people have one communications channel: (2(2–1))/2 = 1. Three people have three channels: (3(3–1))/2 = 3. Four people have six channels, five people have ten, and so on. As the number of people communicating increases above three, the number of communications channels increases rapidly. Project managers should try to limit the size of teams or sub teams to avoid making communications too complex. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.432 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.71 - LO: 10-2 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Keys To Good Communication | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |

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| 72. What is performance reporting? What are some methods used for performance reporting?   |  |  | | --- | --- | | *ANSWER:* | Performance reporting keeps stakeholders informed about how resources are being used to achieve project objectives. It also motivates workers to have some progress to report. Progress reports can be considered as a super tool —a tool that is extensively used and has been found to improve project performance. Performance reports are normally provided as status reports or progress reports. Many people use the two terms interchangeably, but some people distinguish between them as follows:  ​  **Progress reports** describe what the project team has accomplished during a certain period. Many projects have each team member prepare a monthly or sometimes weekly progress report. Team leaders often create consolidated progress reports based on the information received from team members.  ​  **Status reports** describe where the project stands at a specific point in time. Status reports address where the project stands in terms of meeting scope, time, and cost goals. How much money has been spent to date? How long did it take to do certain tasks? Is work being accomplished as planned? Status reports can take various formats depending on the stakeholders’ needs.  ​  **Forecasts** predict future project status and progress based on past information and trends. How long will it take to finish the project based on how things are going? How much more money will be needed to complete the project? Project managers can also use earned value management to answer these questions by estimating the budget at completion and projected completion date based on how the project is progressing.  ​  Another important technique for performance reporting is the status review meeting. Status review meetings are a good way to highlight information provided in important project documents, empower people to be accountable for their work, and have face-to-face discussions about important project issues. Many program and project managers hold periodic status review meetings to exchange important project information and motivate people to make progress on their parts of the project. Likewise, many top managers hold monthly or quarterly status review meetings where program and project managers must report overall status information. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.440-441 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.73 - LO: 10-4 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Managing Communications | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/10/2018 3:27 PM | |

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| 73. What are the guidelines for conducting effective meetings?   |  |  | | --- | --- | | *ANSWER:* | •Determine if a meeting can be avoided. Do not have a meeting if there is a better way to achieve the objective at hand.  ​  •Define the purpose and intended outcome of the meeting. Be specific about what should happen as a result of the meeting. Is the purpose to brainstorm ideas, provide status information, or solve a problem? Make the purpose of a meeting very clear to all meeting planners and participants.  ​  •Determine who should attend the meeting. Many meetings are most effective with the minimum number of participants possible, especially if decisions must be made.  ​  •Provide an agenda to participants before the meeting. Meetings are most effective when the participants come prepared.  ​  •Prepare handouts and visual aids, and make logistical arrangements ahead of time. By creating handouts and visual aids, you must organize thoughts and ideas. This usually helps the entire meeting run more effectively.  ​  •Run the meeting professionally. Introduce people, restate the purpose of the meeting, and state any ground rules that attendees should follow.  ​  •Set the ground rules for the meeting. State up front how the meeting will be run.  ​  •Build relationships. Depending on the culture of the organization and project, it may help to build relationships by making meetings fun experiences. | | *POINTS:* | 1 | | *DIFFICULTY:* | Difficulty: Moderate | | *REFERENCES:* | p.443-445 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | INFO.SCHW.14.75 - LO: 10-6 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Communications | | *TOPICS:* | Suggestions For Improving Project Communications | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 4/27/2018 3:52 PM | | *DATE MODIFIED:* | 6/6/2018 5:34 PM | |