Project Communication Management

Here is a list of sample questions which would help you to understand the pattern of questions on **Project Communication Management** being asked in PMP Certification Exams.

(1) Which of the following can cause a conflict?

   A. Insufficient action on the part of the project manager

   B. Competition for facilities, equipment, material, manpower and other resources

   C. Personality conflicts between managers and/ or other personnel

   D. All of the above

Answer:D
Hint: PMBOK 5, Page 282, Sec 9.4.2.3 Conflict Management

(2) Most of the project manager's external communication comprises:

   A. Written documents

   B. Oral communication

   C. Tactile contact

   D. Informal contact

Answer: A
Hint: Written communication is the best form to maintain documented evidence of what was communicated.

(3) The critical element in a project's communication system is the:

   A. Progress report

   B. Project directive

   C. Project manager

   D. Customer

Answer: C
Hint: Project manager is responsible for executing and facilitating all the project-related communication.

(4) Communication management:

   A. Is Is important only in projects involving telephone, television, radio, or newspaper production facilities and operations

   B. Is not a big problem for people with normal speech, sight and hearing

   C. Involves the sender, the message, the medium and the receiver

   D. Preparing an agenda

Answer:C
Hint: PMBOK 5, Page 294, Figure 10-4. Basic Communication Model

(5) Truly effective communication:

   A. Depends on using multiple channels

   B. Depends on selecting the right method for each message and avoiding duplication, since everyone is overloaded with information

   C. Cannot depend solely on non-verbal signals which might be misunderstood

   D. Can only be achieved by communication professional

   E. a, b and c

Answer:E
Hint: Project communication doesn't need a communication professional or expert. It is every member's responsibility to communicate with the project manager who facilitates all the communication.

(6) Methods of transmitting information include:

   A. Oral and written

   B. Non-verbal/ visual

   C. Telepathy

   D. only A and B

   E. A, B and C

Answer: D
Hint: Telepathy is not an advisable method of transmitting information in Project Management

(7) A project management information system consists of:

   A. A project management software package operating on appropriate computer facilities

   B. Software, documents, and procedures

   C. Automated tools and manual methods for gathering, recording, filtering, and dissemination of pertinent information for members of a project team

   D. All of the above

Answer: D
Hint: PMBOK 5, Page 92, Sec 4.4.2.3 Project Management Information System

(8) The process of communication contains four major parts. Which part is the vehicle or method used to convey the message?

A. Communicator

B. Message

C. Medium

D. Recipient

Answer: C
Hint: PMBOK 5, Page 293 Sec 10.1.2.3 Communication Models

(9) The contemporary view of conflict is that:

A. Conflict is bad

B. Conflict is caused by trouble makers

C. Conflict should be avoided

D. Conflict is often beneficial

Answer: D
Hint: Conflicts can help arrive at better solutions. : PMBOK 5, Page 518 X3.10 Conflict Management

(10) Approximately what percentage of the project manager's time is spent in some form of communication, such as: conferences, meetings, writing memos, reading and preparing reports, and talking with project team members, upper management, and all other stalk holders?

A. 10-20%

B. 50-70%

C. 75-90%

D. 21-45%

Answer: C
Hint: Nearly 90 percent of a manager's time is spent in communication

(11) What is the term used for processes that are required to ensure timely and appropriate planning, collection, creation, distribution, storage, retrieval, management , control monitoring, and the ultimate disposition of project information?

A. Project Communications Management

B. Project Scope Management

C. Project Procurement Management

D. Project Integration Management

Answer: A
Hint: PMBOK 5, Page 287

(12) Which of the following processes of Project Communications Management involves developing an appropriate approach and plan for project communications based on stakeholder's information needs and requirements, and available organizational assets?

A. Manage Communications Management

B. Plan Communications Management

C. Control Communications Management

D. None of the above

Answer: B
Hint: PMBOK 5, Page 287, Section 10.1

(13) The inputs used in the process of Plan Communications Management includes all except

A. Project Management Plan

B. Stakeholder Register

C. OPA

D. Communications Management Plan

Answer: D
Hint: PMBOK 5, Page 288, Section 10.1

(14) The tools and techniques used in the process of Manage Communications excludes

A. Information Management System

B. Communication Technology

C. Communication Models

D. Communication Requirements Analysis

Answer: D
Hint: PMBOK 5, Page 288, Section 10.2

(15) The output of the Control Communications Process includes all except

A. Change Requests

B. Work Performance Information

C. Project Communications

D. OPA Updates

Answer: C
Hint: PMBOK 5, Page 288, Section 10.3

(16) The results of the Plan Communications Management Process should be reviewed regularly throughout the project and revised as needed to ensure continued applicability. The statement is

A. True

B. False

C. Incorrect as the plan cannot change without approval

D. Not completely true as it is not possible to review the plan frequently

Answer: A
Hint: PMBOK 5, Page 290

(17) The choice of communication technology is not affected by

A. Project Environment

B. Skills of the project team

C. Sensitivity and confidentiality of the information

D. Ease of use

Answer: B
Hint: PMBOK 5, Page 292, Section 10.1.2.2

(18) The type of Communication Methods tool that uses very large volume of information ,or for very large audience, and requires the recipients to access the communication content at their own discretion is called

A. Interactive Communication

B. Pull Communication

C. Push Communication

D. None of the above

Answer: B
Hint: PMBOK 5, Page 295.

(19) The process of creating, collecting, distributing, storing, retrieving, and the ultimate disposition of project information in accordance to the communications management plan is called

A. Manage Communications

B. Plan Communications Management

C. Control Communications

D. Both A & C

Answer: A
Hint: PMBOK 5, Page 297, Section 10.2

(20) An arrangement that provides a set of standard tools for the project manager to capture, store and distribute information to stakeholders about the project's costs, schedule progress, and performance is known as

A. Performance Reporting

B. Information Management System

C. Expert Judgment

D. None of the above

Answer: B
Hint: PMBOK 5, Page 306, Section 10.3.2.1

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