✓ **Congratulations! You passed!**

**Grade
received** 100%

**Latest Submission
Grade** 100%

To pass 80% or
higher

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1. When you create an email, in what section should you clearly state what the email is about?

1 / 1 point

◉ Subject line

◯ First line of the email

◯ Closing line of the email

◯ Header

✓ **Correct**
You should make sure the subject field clearly states what the email is about. If it is urgent or requires an immediate response, you should include that in the subject line as well.

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2. Which three of the following are benefits of work management and collaboration tools, such as Asana and Smartsheet?

1 / 1 point

☐ Run effective meetings

☐ Send instant messages to teammates

☑ Focus communication within the context of specific tasks

✓ **Correct**

☑ Complete work in real time

✓ **Correct**

☑ Make sharing information and documents easy

✓ **Correct**

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3. Fill in the blank: In order to set clear meeting expectations, help attendees prepare, keep everyone focused on the right topics, and clarify meeting expectations and goals, your meeting should have a(n) _____.

1 / 1 point

◯ leader

◯ guest speaker

◉ agenda

◯ timeline

✓ **Correct**
Your meeting should always have an agenda in order to set expectations, help attendees prepare, stay on track, and identify meeting goals.

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4. Fill in the blank: A key component of inclusivity is ensuring your meetings and presentations are _____.

1 / 1 point

◯ recorded

◯ in person

◉ accessible

◯ during normal business hours

✓ **Correct**
Making sure your meetings and presentations are accessible is a key component to inclusivity.

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5. Which of the following are key reasons to meet with stakeholders? Select all that apply.

1 / 1 point

☐ Provide daily project updates

☑ Make a decision or resolve a major issue

◯

☑ Seek out and listen to feedback

☑ Present a project update

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6. Which of the following is a best practice when trying to *structure your writing* in an email?   `1 / 1 point`

○ Combine multiple paragraphs into one large paragraph.

◉ Use bullets to make the email easier to scan.

○ Avoid including hyperlinks to additional information.

○ Put the email's main idea in the last sentence.

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7. What actions may help make a presentation accessible for someone with a visual impairment? Select all that apply.   `1 / 1 point`

☑ Describe all meaningful graphics in the presentation.

☑ Provide an accessible electronic format of the presentation.

☑ Use a large font size (minimum 22 points).

☐ Use low-contrast colors.

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8. What can be done *during* a meeting to facilitate a more productive meeting? Select all that apply.   `1 / 1 point`

☑ Encourage everyone to participate, including remote participants.

☑ Practice active listening and non-verbal communication.

☐ Discourage open-ended and personal questions.

☑ Clearly state the meeting's goals at the beginning of the meeting.

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9. In a status update meeting, what questions does the project manager typically address? Select all that apply.   `1 / 1 point`

☑ Are there any new costs that affect the bottom line?

☑ Are there any current or anticipated issues?

☐ What lessons can the team learn about what's going well?

☑ How many tasks have been completed and how many remain?

☑ Is the team behind schedule, ahead of schedule, or on-schedule?

✓ **Correct**

10. In what type of meeting does the agenda include topics such as lessons learned about what's going well, what the team should keep doing, and what can be improved?

`1 / 1 point`

⦿ Retrospective

◯ Status update

◯ Stakeholder review

◯ Project kick-off

✓ **Correct**

☑ Is the team behind schedule, ahead of schedule, or on-schedule?

✓ **Correct**

10. In what type of meeting does the agenda include topics such as lessons learned about what's going well, what the team should keep doing, and what can be improved?

`1 / 1 point`

⦿ Retrospective