✅ Congratulations! You passed!

Grade received 100%   To pass 75% or higher

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1. What are three core concepts of the change management process?   `1 / 1 point`

☑ Create a sense of ownership and urgency around the project.

> ✅ **Correct**
>
> When team members feel a sense of ownership and urgency around a project, it increases interest, motivation, and engagement with the project outcome.

☑ Select the right combination of skills and personalities for the team.

> ✅ **Correct**
>
> A project manager should find team members whose knowledge and skills complement one another and get them excited about the project. They can be advocates for change when it's needed.

☑ Communicate effectively.

> ✅ **Correct**
>
> To ensure effective communication with the team and the rest of the organization, the project manager can do three things. First, they can be transparent and up front with plans. Second, they can make information available. Third, they can make sure everyone is kept up-to-date on the project's progress.

☐ Adopt different change management best practices for each individual project.

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2. Which of the following project outcomes will most likely require change management in the organization? Select all that apply.   `1 / 1 point`

☑ Adopting a new supply ordering system

> ✅ **Correct**
>
> Switching to a new system means that employees will need to learn new processes and protocols. Change management strategies would help support the transition to these new processes.

☐ Kicking off planning for the next quarter

☑ Installing new scheduling software on employees' computers

> ✅ **Correct**
>
> Installing new software means that employees will need to adapt to how the software operates. Change management strategies would help support the transition to this new tool.

☐ Holding an annual meeting for stakeholders

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3. Which three best practices can help a project manager approach change management on their projects?   `1 / 1 point`

☐ Only incorporate change management strategies during the closing phase of the project life cycle.

☑ Use tools to help implement a change.

> ✅ **Correct**
>
> Incorporating tools like flowcharts, feedback mechanisms, and culture mapping to assist in the adoption of a change can be very helpful.

☑ Practice empathy.

> ✅ **Correct**
>
> Changes are inevitable, but people are often resistant to them. A project manager can support the process by being empathetic to the challenges and anxiety change can bring.

☑ Communicate about upcoming changes.

> ✅ **Correct**
>
> Project managers should communicate throughout the project about how the changes will provide a better experience for end users of the project deliverables. This provides everyone with the information they need to feel prepared to adjust to changes once the project is ready to launch.

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4. How does an organization align its project governance with its corporate governance? Select all that apply.   `1 / 1 point`

☑ By making thoughtful decisions about which projects to take on and avoiding projects if they don't have sufficient resources

> ⊘ **Correct**
> An organization should carefully select projects and avoid projects if there are insufficient resources to make them sustainable. Good project governance also includes clear communication with stakeholders and consideration of the long-term and short-term interests of the organization.

☑ By considering the long-term and short-term interests of the organization

> ⊘ **Correct**
> Leaders and stakeholders are more likely to support the project if it aligns with the overall interests and objectives of the organization. Good project governance also includes making thoughtful decisions about what projects to start and clear communication with stakeholders.

☐ By avoiding the input of senior stakeholders

☑ By providing stakeholders with timely, relevant, and reliable information

> ⊘ **Correct**
> Good project governance supports corporate governance with clear communication and attainable goals. It also involves making thoughtful decisions about what projects to take on and consideration of the long-term and short-term interests of the organization.

☑ By making thoughtful decisions about which projects to take on and avoiding projects if they don't have sufficient resources

> ⊘ **Correct**
> An organization should carefully select projects and avoid projects if there are insufficient resources to make them sustainable. Good project governance also includes clear communication with stakeholders and consideration of the long-term and short-term interests of the organization.

☑ By considering the long-term and short-term interests of the organization