✓ **Congratulations! You passed!**

Grade received 100%   **To pass** 75% or higher

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1. A project manager sends out an anonymous team survey for feedback after a customer reports they're not happy with a product feature. Then, the project manager calls a team meeting to discuss the feedback in the survey. During the meeting, the project manager asks the team to use "we" language instead of "you" language. At the end of the meeting, the team discusses what lessons the team will carry into future work.

   1 / 1 point

   Which three retrospective best practices are the project manager and team following?

   ☐ Use a time-boxed agenda

   ☑ Be blameless with teammates

   ⊘ **Correct**
   The project manager is trying to figure out what went wrong with the project tasks, and they want to maintain a blameless environment. When the project manager sends an anonymous survey, they help the team feel comfortable giving candid feedback. The project manager also focuses on the positive aspects of the project and helps to create a blameless environment by changing perspective.

   ☑ Don't focus only on the negative

   ⊘ **Correct**
   By asking the team what lessons they will carry into future projects, the project manager focuses the discussion in a positive direction. The project manager also helps create a blameless environment by changing perspective and seeking anonymous feedback.

   ☑ Change perspective

   ⊘ **Correct**
   In this scenario, the project manager helps to create a blameless retrospective by switching the team from "you" language to "we" language. This makes everyone feel comfortable giving candid feedback. The project manager also helps to create a blameless environment by seeking anonymous feedback and focusing on the positive aspects of the project.

2. What are the main purposes of a retrospective? Select all that apply.

   1 / 1 point

   ☑ Promote positive changes

   ⊘ **Correct**
   The emphasis in retrospectives is on continuous improvement and change. This helps teams avoid recycling old and potentially unhelpful habits, procedures, and processes. Retrospectives are also useful for encouraging team-building and facilitating improved collaboration.

   ☑ Facilitate improved collaboration

   ⊘ **Correct**
   Because retrospectives provide a time for teammates to communicate and reflect on the project together, they facilitate improved collaboration on the current project and future projects. Retrospectives are also useful for promoting positive changes and encouraging team-building.

   ☐ Eliminate all team miscommunications

   ☑ Encourage team-building

   ⊘ **Correct**
   Retrospectives are great for team-building because they enable teammates to better understand each other's perspectives. They are also useful for promoting positive changes and facilitating improved collaboration.

3. What are some typical reasons for holding a retrospective? Select all that apply.

   1 / 1 point

   ☑ Reached the end of a Sprint

   ⊘ **Correct**
   A Sprint is a series of ordered tasks ending in a goal. The end of a Sprint is a great opportunity to record key lessons that other people might learn from later on in the project. You might also conduct a retrospective when there have been missed deadlines, miscommunications between stakeholders, or after launching a new product.

☑ Missed deadlines or expectations

✓ **Correct**
Even if you plan for every possible risk, odds are that something will still sneak up on you. When something does fall through the cracks and you need to reflect on it with the team, you may want to conduct a retrospective. You might also conduct a retrospective at the end of a Sprint or after launching a new product.

☐ Kicked off a new project

☑ Delivered a new product

✓ **Correct**
Holding a retrospective just after product delivery helps your team record key lessons learned and improve future processes. You might also conduct a retrospective when there have been missed deadlines or miscommunications between stakeholders, or at the end of a Sprint.

4. Fill in the blank: As a project manager, the way you choose to structure your retrospective will depend on _____.

1 / 1 point

○ your customer

○ your project budget

⦿ your team and workplace

○ your project scope

✓ **Correct**
There's no exact formula or template for a productive retrospective. The way you choose to structure your retrospective will depend on your team and workplace. You may decide to conduct a formal, in-person retrospective, or you may decide a virtual or online retrospective is a better option.