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Retake the assignment in **7h 54m**

1. Who normally develops a team charter?

1 / 1 point

- ☐ Program manager
- ☐ Project manager
- ☐ Sponsor
- ☒ Team

✔ **Correct**

Correct! The team develops the team charter. This document is informal and not included in the formal project management plan. The project manager facilitates team charter development. Sponsors and program managers are not part of the brainstorming group.

2. You are communicating with a stakeholder who has high power and low interest in the project. What strategy is most appropriate to manage and engage with this customer?

1 / 1 point

- ☒ Keep satisfied
- ☐ Keep informed
- ☐ Manage closely
- ☐ Monitor

✔ **Correct**

Correct! A high power-low interest stakeholder needs to be kept satisfied. A high power-high interest stakeholder is managed closely. A low interest-low power stakeholder is monitored. A low power-high

interest stakeholder is kept informed.

3. A document that can be used to define current and desired stakeholder commitment levels, and develop strategies to adjust commitment levels is referred to as?

1 / 1 point

- ☐ Team charter
- ☐ Stakeholder register
- ☒ Stakeholder Engagement Plan
- ☐ Communications management plan

✓ **Correct**

Correct! A document used to define current and desired stakeholder commitment levels and develop strategies to adjust commitment levels is a stakeholder engagement plan. A stakeholder register identifies stakeholders. A team charter documents agreed upon team norms and ground rules. A communications management plan describes communications that guide the project.

4. A project management trainer is describing key strategies to attain desired levels of stakeholder commitment. What two strategies should be on the trainer's list? (Choose 2)

1 / 1 point

- ☒ Share well defined and value-added project objectives

✓ **Correct**

Correct! The two strategies that should be on a trainer's list are share well defined and value-added project objectives and share scope, schedule, and budget recommendations before project management planning is complete.

- ☒ Share scope, schedule, and budget recommendations before project management planning is complete

✓ **Correct**

Correct! The two strategies that should be on a trainer's list are share well defined and value-added project objectives and share scope, schedule, and budget recommendations before project management

planning is complete.

- ☐ Engage stakeholders when planning is complete
- ☐ Stress that communications is 75% of a project managers job

5. A project manager needs to define and document ground rules and norms that will guide the team's behavior. Which tool is best to achieve this goal?

1 / 1 point

- ☐ Team norms sheet
- ☐ Business case
- ☐ Project charter
- ☒ Team charter

✓ **Correct**

Correct! A document that defines ground rules and norms that guide a team's behavior is a team charter. Teams norm sheet sounds good—but it is a made-up term. A project charter defines scope at a high level and drives project planning efforts. A business case is a proposal that shares an opportunity or problem and may lead to development of a project charter.

6. Identify a common method used to define stakeholder responsibilities.

1 / 1 point

- ☐ IACR
- ☒ RACI
- ☐ ARCI
- ☐ ACRI

✓ **Correct**

Correct! RACI is the correct order for this acronym. It stands for Responsible, Accountable, Consult, and Inform.

7. The team is currently productive. You need to participate in project activities to

1 / 1 point

maintain required levels of support. Which of the Tuckman Ladder stages best describes the team?

- ☐ Form
- ☐ Storm
- ☐ Perform
- ☒ Norm

✓ **Correct**

Correct! In the **norm** stage, the team begins to focus on project work. Productivity increases. The team still has questions and some reservations. A project manager should employ a “participate” strategy.

8. A number of project team members are in the storm stage of the Tuckman Ladder. What is your best strategy option?

1 / 1 point

- ☐ Delegate
- ☒ Sell
- ☐ Participate
- ☐ Tell

✓ **Correct**

Correct! When the team is in the storm stage of the Tuckman Ladder, the optimal strategy is to “Sell.”

9. People evaluate work based on the level of effort required to accomplish it. If the potential reward justifies the level of effort, the team member performs at a high level. Which of the following supports the described concept?

1 / 1 point

- ☐ Extrinsic vs. Intrinsic motivation theory
- ☐ Herzberg’s theory
- ☒ Expectancy theory
- ☐ Theory of needs

✓ **Correct**

Correct! Expectancy theory concludes people evaluate work based on

the level of effort required to accomplish it. If the potential reward justifies the level of effort, the team member performs at a high level.

10. Who developed the Theory of needs?

1 / 1 point

- ☒ David McClelland
- ☐ Daniel Pink
- ☐ Abraham Maslow
- ☐ Frederick Herzberg

☒ **Correct**

Correct! David McClelland developed the Theory of needs.