✓ Congratulations! You passed!

Grade received 100%   **Latest Submission Grade** 100%   **To pass** 70% or higher

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1. The communications model shares the flow of effective communications from sender to receiver. Which two statements are true regarding this model?   **1 / 1 point**

☐ Choose a standard medium

☑ Anticipate communications blockers

⊘ **Correct**
Correct! Always anticipate communications blockers.

☐ Encode in a way that matches your preferences

☑ Ensure feedback matches the need

⊘ **Correct**
Correct! Always ensure the feedback matches your need for information.

2. Your team is dispersed in different time zones, and virtual communication is often your only viable option. In addition, the project uses Microsoft SharePoint. You must ensure all key stakeholders have access to and understand how to use the system. Which two communications technology factors are impacting the project?   **1 / 1 point**

☐ Ease of use

☐ Urgency to share information

☑ Availability and reliability of technology

⊘ **Correct**
Correct! Ensuring all key stakeholders have access to and understand

how to use available systems falls under the "consider the availability and reliability of technology communications" technology factor.

✅ Challenges in the project environment

✓ **Correct**
Correct! Challenges in the project environment are a communications technology factor impacting the project when your team is dispersed in different time zones, and virtual communications are your only option.

3. A project manager is sending communications to one or multiple parties and will not receive any acknowledgment that the communications were read or understood. What communications method is this project manager using?

1 / 1 point

◉ Push communications

◯ Interactive communications

◯ Non-Verbal communications

◯ Pull communications

✓ **Correct**
Correct! Communications you send to one or multiple parties without necessarily receiving any acknowledgment that the communications were read or understood are called push communications.

4. Communication is essential to project management success. According to the Project Management Institute (PMI), what percentage of a project manager's time is generally spent effectively communicating?

1 / 1 point

◯ 99%

◯ 80%

◉ 90%

◯ 100%

✓ **Correct**
Correct! According to the PMI, 90% of a project manager's time is generally spent effectively communicating.

5. The communications management plan is complete, and the project manager   **1 / 1 point**
moves the project to the executing phase or process group. On what process
does the project management team now focus?

    ⚪ Control communications

    ⚪ Plan Communications

    🔘 Manage communications

    ⚪ Monitor communications

    ⊘ **Correct**
    Correct! Production of deliverables is the focus of the executing phase or
    process group. The final product could be considered a deliverable, so
    the response is not wrong. However, in most cases, it requires multiple
    deliverables to produce the final product.

6. Two project team members are having a passionate discussion on the most   **1 / 1 point**
appropriate way to complete a project task. In the end, the two members agree
upon a solution that benefits the project. What type of conflict occurred?

    ⚪ Dysfunctional

    🔘 Functional

    ⚪ Consequential

    ⚪ Collaborative

    ⊘ **Correct**
    Correct! Conflicting ideas lead to a better solution when the team
    discusses them, resulting in functional conflict.

7. A project manager uses a conflict resolution technique that is not optimal but   **1 / 1 point**
often necessary. Each party receives something but must give up something in
return. This technique may lead to buyer's remorse. Which of the following
techniques is described?

    🔘 Compromise/Reconcile

    ⚪ Smooth/Accommodate

○ Withdraw/Avoid

○ Collaborate/Problem Solve

⊘ **Correct**
Correct! Compromise/Reconcile. This technique is not optimal, but often necessary when Collaborate/Problem solve is not possible. Sometimes this technique is referred to as a lose-lose. Each party receives something but must give up something in return. Compromise solutions may lead to buyer's remorse.

8. Ram uses a conflict management technique that incorporates multiple viewpoints and shows a cooperative attitude to solve the conflict. Ram wants to strive for consensus and commitment. Which of the following techniques is Ram using in the scenario?

1 / 1 point

○ Smooth/Accommodate

○ Force/Direct

◉ Collaborate/Problem Solve

○ Withdraw/Avoid

⊘ **Correct**
Correct! Collaborate/Problem Solve, sometimes called win-win, incorporates multiple viewpoints, shows a cooperative attitude, and strives for consensus and commitment.

9. While reviewing various power sources, a project manager notes one power is the ability to gain support when the project team and stakeholders perceive the project manager as possessing special knowledge. Others must also perceive this knowledge as functional expertise that they consider essential. In addition, this power must be earned. What power is under consideration?

1 / 1 point

○ Reward Power

○ Position power

◉ Expert power

○ Referent power

⊘ **Correct**

Correct! Expert power is gaining support when the project team and stakeholders perceive the project manager possessing special knowledge or expertise. Others must also perceive this knowledge as functional expertise that they consider essential. Note expert power MUST be earned.

10. Which role and responsibility would not be a consideration when implementing a predictive project?

1 / 1 point

○ Honesty

○ Fairness

◉ Responsibility

○ Respect

⊘ **Correct**

Correct! Responsibility is described as the "Duty to take ownership for the decisions we make or fail to make, the actions we take or fail to take, and the consequences that result."