

✔ Congratulations! You passed!

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higher

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1. Servant leadership is a key theme for gaining traction in leadership and management studies. There are key qualities that a servant leader needs to embrace. Define two qualities that are critical to success. (Choose 2) **1 / 1 point**

☒ Diversion shield

✔ **Correct**

Correct! Three key attributes of the servant leader include removing obstacles, acting as a diversion shield, and encouraging and recognizing.

☐ Risk reduction

☐ Roles and responsibilities

☒ Remove obstacles

✔ **Correct**

Correct! Three key attributes of the servant leader include removing obstacles, acting as a diversion shield, and encouraging and recognizing.

2. Individuals on the team are personally preparing to support the project. Sometimes, these individuals lack confidence and motivation or fail to see where they fit in the team. The individuals may have reservations about the project, the team, and the impact on their careers. So, productivity is low. What is the best strategy to support the team? **1 / 1 point**

☐ Tell

☐ Delegate

☐ Participate

☒ Sell

☒ **Correct**

Correct! Selling is the correct strategy. This team is in the Storm stage of team development.

3. A team is attending a training to learn best practices to increase self-awareness and self-management skills. The goal of this training is to allow the participants to strive to become more socially aware and improve their social skills. Which key leadership skill best describes the scenario?

1 / 1 point

- ☐ Decision-making
- ☐ Critical thinking
- ☐ Conflict management
- ☒ Emotional intelligence

☒ **Correct**

Correct! Emotional intelligence helps increase self-awareness and self-management skills. Emotional intelligence also helps one to be socially aware and improve your social skills.

4. A team is able, confident, and willing to perform at a high level. Which readiness state in the Hersey-Blanchard situational leadership model maps with the team description?

1 / 1 point

- ☐ R1
- ☐ R3
- ☒ R4
- ☐ R2

☒ **Correct**

Correct! Being able, confident, and willing to perform is the fourth stage of readiness.

5. A new team member is working on your project. This team member is not able to perform tasks effectively. In addition, this team member is not yet willing or confident to begin performing tasks. What is the optimal situational leadership approach to lead this team member?

1 / 1 point

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

✓ **Correct**

Correct! Use tells when the team member is not able and unwilling to try.

6. The Project Management Institute (PMI) discusses four key variables when determining the most appropriate leadership style. Identify the variables. (Choose 2)

1 / 1 point

- ☐ Adaptability
- ☐ Resilience
- ☒ Maturity

✓ **Correct**

Correct! Four factors impacting leadership styles include experience, maturity, governance, and distributed teams.

- ☒ Governance

✓ **Correct**

Correct! Four factors impacting leadership styles include experience, maturity, governance, and distributed teams.

7. A team uses the OSCAR model to adapt their styles and approaches to support individuals by providing an action plan for personal development. In the current stage, the team is candidly defining their current skills, abilities, and knowledge levels. They will then link perceptions with reality and objectively define the

1 / 1 point

performance gaps to overcome. Which step in the model are they in?

- ☐ Actions
- ☐ Review
- ☒ Maturity
- ☐ Outcomes

✓ **Correct**

Correct! Candidly define the current skills, abilities, and knowledge levels. Link perceptions with reality and objectively define performance gaps to be overcome.

8. A leader meets with a team member who cannot perform the job adequately. This team member also lacks the confidence to perform the job. What is the most appropriate situational leadership approach?

1 / 1 point

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

✓ **Correct**

Correct! Tell is most appropriate for a team member who is not able or willing.

9. The core project team is preparing to generate several WORK PERFORMANCE REPORTS. They are reviewing raw data received through several sources, including memos, e-mails, and chat inputs. What type of information are they reviewing, and during which process group was it generated?

1 / 1 point

- ☐ Work Performance Information/Monitoring and Controlling
- ☒ Work Performance Data/Executing
- ☐ Work Performance Data/Monitoring and Controlling
- ☐ Work Performance Information/Executing

✓ **Correct**

Correct! Work Performance Data is raw information. It is generated in the Executing process group.

10. Which **two statements are TRUE regarding intuitive decision-making? (Choose 2)**

1 / 1 point

- ☐ Not impacted by personal experience and knowledge
- ☐ Effective when there are minimal risks associated with the decision
- ☒ The use of four categories of thought patterns is helpful to justify

✓ **Correct**

Correct! Intuitive decision-making is essential when there is not enough time to gather data. The use of your four categories of thought patterns is useful to justify.

- ☒ Useful when not enough time to gather relevant data is a reality

✓ **Correct**

Correct! Intuitive decision-making is essential when there is not enough time to gather data. The use of your four categories of thought patterns is useful to justify.