

✔ Congratulations! You passed!

Grade
received 100%

Latest Submission
Grade 100%

To pass 70% or
higher

Go to next item

1. A project team has many team members who are overallocated. As a result, many team members rush through work and cut corners. What impact does this have on the project?

1 / 1 point

- ☐ Decreased team morale and motivation
- ☒ Low quality deliverables
- ☐ Delays in the project
- ☐ Decreased productivity

✔ **Correct**

Correct! Overallocated team members may rush through their work or cut corners to meet deadlines, leading to lower quality work.

2. What is the purpose of the resource breakdown structure (RBS) artifact?

1 / 1 point

- ☐ Used by the purchasing department to acquire physical resources and equipment
- ☐ Used to develop the work breakdown structure and identify work packages
- ☒ Used to identify all necessary resources and align them to tasks in the work breakdown structure
- ☐ Used by the project manager to set the budget with the finance team

✔ **Correct**

Correct! The RBS is used to identify all necessary resources, including human resources, software and tools, equipment, and more, and align

them to tasks in the work breakdown structure.

3. What principle of effective negotiation allows negotiators to understand the other party's needs fully and requires them to ask clarifying questions if necessary? **1 / 1 point**

- ☒ Active listening
- ☐ Emotion management
- ☐ Negotiation preparation
- ☐ Creative problem solving

✓ **Correct**

Correct! Active listening helps negotiators to understand the other party's interests, concerns, and needs. Negotiators should repeat the other party's concerns or objections and ask questions to clarify if necessary.

4. Jordani has attempted to mitigate her resource challenges by utilizing her networks and relationships, clearly communicating her needs, and developing a cost-benefit analysis. She is still struggling to get a commitment from two engineering resources. What strategy can she employ to overcome her challenge? **1 / 1 point**

- ☐ Build a resource breakdown structure
- ☐ Create an enjoyable environment
- ☒ Negotiation
- ☐ Do the work herself

✓ **Correct**

Correct! Effective negotiation can help project managers overcome resource challenges by finding mutually beneficial solutions that satisfy both the project's and the resource provider's needs.

5. Which of the five dysfunctions of a team lead to a lack of responsibility and **1 / 1 point**

ownership?

- ☐ Inattention to results
- ☐ Fear of conflict
- ☐ Absence of trust
- ☒ Avoidance of accountability

✓ **Correct**

Correct! When team members don't hold each other accountable for their actions and decisions, it can lead to a lack of responsibility and ownership of the project outcomes.

6. Fill in the blanks. According to Lencioni, trust is the _____ among team members that their peers _____ are good.

1 / 1 point

- ☐ feeling; goals
- ☐ impression; ambitions
- ☐ certainty; intentions
- ☒ confidence; intentions

✓ **Correct**

Correct! According to Lencioni, trust is the confidence among team members that their peers' intentions are good.

7. During a meeting with his manager, Erik uses techniques to manage his anxiety and discomfort at delivering bad news. What component of the Emotional Intelligence model is Erik using?

1 / 1 point

- ☐ Motivation
- ☐ Self-awareness
- ☒ Self-regulation
- ☐ Social skills

✓ **Correct**

Correct. Self-regulation involves managing your emotions and impulses

to respond appropriately to situations.

8. What tip for managing up requires project managers to avoid undermining the other person's authority or acting in a way that could be insubordinate?

1 / 1 point

- ☐ Be collaborative
- ☒ Be respectful
- ☐ Build a relationship
- ☐ Anticipate needs

✓ **Correct**

Correct! Even when managing, respecting the colleague's position and authority is essential. Avoid undermining their authority or acting in a way that could be seen as insubordinate.

9. An airline faces a sudden economic downturn, and the program management leader must navigate layoffs, budget cuts, and change directions on several projects. The project management leader must display what qualities to be successful.

1 / 1 point

- ☒ Both adaptability and resilience
- ☐ Adaptability
- ☐ Resilience
- ☐ Neither adaptability nor resilience

✓ **Correct**

Correct! In this situation, the project management leader must adapt to the current situation, change course where necessary, be resilient and maintain focus and motivation even though the company is facing a setback.

10. Sophie recognizes that projects often encounter unexpected changes. What method for applying adaptability and resilience allows her to adjust project plans to move forward while maintaining team morale?

1 / 1 point

- ☐ Adjusting communication style
- ☒ Embracing change
- ☐ Being open to feedback
- ☐ Staying focused

☒ **Correct**

Correct! Embracing change helps project managers adapt plans accordingly, ensures the project continues moving forward, and helps maintain team morale despite unexpected changes.