

1. Fill in the blank: In order to build trust, data professionals focus on the expectations of \_\_\_\_\_, who are the people investing time, interest, and resources into the project.
  - a. stakeholders
  - b. subject-matter experts
  - c. administrators
  - d. data analysts
2. What are some strategies to ensure you respect people's time when leading a meeting? Select all that apply.
  - a. Arrive to the meeting on time
  - b. Pay attention to what others are saying
  - c. Discuss work that does not affect the attendees
  - d. Be prepared to talk about your work
3. A data team prepares to share insights with stakeholders. To ensure they communicate clearly, they follow best practices. Together, they consider four questions, including: Who is our audience? Identify the remaining three questions they should ask. Select all that apply.
  - a. Why are stakeholders important?
  - b. What does my audience need to know?
  - c. How can I communicate effectively to my audience?
  - d. What does my audience already know?
4. You accept a new project from a high level stakeholder. After beginning the project, you find that you aren't sure what you are supposed to do. How do you handle this?
  - a. Perform standard analysis and present insights you believe are helpful.
  - b. Determine the objectives that make the most sense and work toward those.
  - c. Set up a meeting with the stakeholder to discuss the specific objectives.
  - d. Ask a member of your team what was done on the last project and do the same.
5. You join an online meeting on time. After reviewing the agenda, you note that your project will be discussed at the very end. You are extremely busy and can use this time to stay on top of other projects. How should you proceed?
  - a. Stay focused and attentive during the entire meeting. Even though some items on the agenda don't affect your projects, you could still learn something or have something to contribute.
  - b. Mute yourself and turn off the camera, then continue working on other tasks until your project is mentioned.

- c. Politely let the presenter know you're going to leave the meeting and rejoin toward the end.
  - d. Tell the participants that you are having technical trouble, then leave the meeting to continue working on other tasks.
- 6. A data analyst at an electrical utility company investigates why electricity consumption has increased in a particular area. During the analysis, which team is most likely to offer helpful insight about electricity users and their particular household needs?
  - a. Executive
  - b. Project management
  - c. Data science
  - d. Customer-facing
- 7. In conflict resolution, asking the question, "How can I help?", is an example of what?
  - a. Deflecting criticism
  - b. Contributing insights
  - c. Reframing a question
  - d. Changing responsibilities
- 8. A data analytics team works on a project to measure the success of their company's new financial strategy. Who is most likely to be the primary stakeholder?
  - a. Project manager
  - b. Vice president of finance
  - c. Analytics director
  - d. Data analyst