

# Congratulations! You passed!

TO PASS 80% or higher

Keep Learning

GRADE  
90%

## Module 3 Quiz

LATEST SUBMISSION GRADE

90%

1. The definition of a stakeholder includes:

1 / 1 point

- ☐ People who are impacted by your project, but not organizations impacted by your project.
- ☒ The people or organizations that are positively or negatively impacted by your project.
- ☐ Organizations impacted by your project but not people, they are all part of the impacted organizations.
- ☐ People and organizations that are not impacted by your project.

✓ Correct

2. True or False: If you are not certain who your stakeholders are, asking who will use the product or service being created can be helpful.

1 / 1 point

- ☒ True
- ☐ False

✓ Correct

3. If a stakeholder has high interest and high power then as the project manager you:

1 / 1 point

- ☐ Can ignore them, they are as you need them to be.
- ☐ Can try to move them to be low interest and low power so that they do not take up too much of your time.
- ☐ Can try to move them to be high interest and low power so they do not get in your way.
- ☒ Focus your time and attention on them, they are very impactful to your project and you want to keep them engaged and positive.

 **Correct**

4. You just came from a meeting with one of your project stakeholders, he knew about your project and was not against it, but did not seem to be particularly interested in it either. How would you classify him? **1 / 1 point**

- ☐ Unaware
- ☐ Supportive
- ☐ Resistant
- ☒ Neutral

 **Correct**

5. True or False: The Project Sponsor is responsible for stakeholder expectations management. **1 / 1 point**

- ☒ False
- ☐ True

 **Correct**

6. Who is the stakeholder that will ultimately use the product or service you are creating? **1 / 1 point**

- ☐ Project Team
- ☐ Sponsor
- ☒ Customer/User
- ☐ Project Manager

 **Correct**

7. One way to classify your stakeholders is to use the Power/Interest Grid. If a stakeholder is low interest / low power, what should the Project Manager do? **0 / 1 point**

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

 **Incorrect**

8. Your stakeholder register is your primary output and should at least contain: **1 / 1 point**

- ☐ Job descriptions, identification information, and stakeholder classification
- ☐ Assessment information, identification information, and risk classification
- ☒ Assessment information, identification information, and stakeholder classification
- ☐ Assessment information, scope information, and stakeholder classification

 **Correct**

9. **1 / 1 point**

You have a stakeholder on your project who has a reputation as being very difficult. He dislikes change and argues against any suggested updates to the way in which his department does their work. The project you are leading is going to significantly impact at least two processes used by his team. Which do you think is the best response to the situation?

- ☒ Seek him out and begin to open communications with him about what is changing and why.
- ☐ Start the project when you know he's out of town and send him a meeting invite to cover your tracks.
- ☐ Ignore him and start the project without him. You will include him when you absolutely have to.

 **Correct**

10. Identify the five engagement levels of stakeholders:

**1 / 1 point**

- ☒ Unaware, resistant, neutral, supportive, leading
- ☐ Unaware, resistant, strong-willed, supportive, sponsor
- ☐ Unaware, resistant, strong-willed, supportive, leading
- ☐ Unaware, resistant, neutral, supportive, oblivious