**TUTORIAL 9**

1. What do many experts agree is the greatest threat to the success of any project?
2. Lack of proper funding b) a failure to communicate
3. Poor listening skills d) inadequate staffing
4. Which of the following is not a process in project communications management?
5. information planning b) information distributing
6. Performance reporting d) managing stakeholders
7. A \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ report describes where the project stands at a specific point in time.
8. status b) performance c) forecast d) earned value
9. You have 2 project stakeholders who do not get along at all. You know they both enjoy traveling, so you discuss great travel destinations when they are both in the room together to distract them from arguing with each other. What conflict handling mode are you using?
10. confrontation b) compromise c) smoothing d) withdrawal
11. A \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ report is a reflective statement documenting important things that people learned from working on the project.
12. final project b) lesson learned c) project archive d) progress
13. List and briefly describe all the conflict handling modes covered in the text.
14. Consider the following scenarios and determine 1 conflict handling mode that would be best to help to resolve the conflict. Explain your choice.
15. When you and your team members have different opinions on certain issues in the assignment. **Collaborating, To gather the best decision after discussion**
16. When parents imagine an ideal future for their children, which can result in frequent conflict if the children follow a different direction. **Confrontation, to discuss the path with child to undeerstand**
17. When a rebellious student keep making noise during lecture even after numerous reminders from the lecturer. **Forcing, because student keep making noise.**
18. Determine the best medium to be used for the following communications.
19. When the top management wants to see the project manager immediately to discuss some urgent matters. Call: It is urgent, can reach the fastest
20. To remind all team members that there will be an important meeting with project stakeholders in two weeks time. E-mail/Phone call: Email has a copy to prove and it is not that urgent. Website
21. Project manager needs to brief all team members about the overall project plan. Meeting.