**1.**

Question 1

A data analyst starts a new project for the operations team at their company. They take a few hours at the beginning of the project to identify their stakeholders. The secondary stakeholders are most likely which of the following people? Select all that apply.

**0 / 1 point**



The vice president of operations

**This should not be selected**

Review [the video on primary and secondary stakeholders](https://www.coursera.org/learn/ask-questions-make-decisions/lecture/QJ5qG/focus-on-what-matters) for a refresher.



The project manager



The president of the company

**This should not be selected**

Review [the video on primary and secondary stakeholders](https://www.coursera.org/learn/ask-questions-make-decisions/lecture/QJ5qG/focus-on-what-matters) for a refresher.



The data analyst

**2.**

Question 2

A data analyst is researching the buying behavior of people who shop at a company’s retail store and those who might shop there in the future. During the analysis, it will be important to stay in communication with the people who most often interact with these shoppers. They are members of the executive team.

**1 / 1 point**



True



False

**Correct**

These people are part of the customer-facing team. The customer-facing team includes anyone in an organization who interacts with customers or potential customers, such as the shoppers at a company’s retail store.

**3.**

Question 3

There are four key questions data analysts ask themselves: Who is my audience? What do they already know? What do they need to know? And how can I communicate effectively with them? These questions enable data analysts to identify the person in charge of managing the data.

**1 / 1 point**



True



False

**Correct**

These questions enable data analysts to communicate clearly with stakeholders and team members.

**4.**

Question 4

Data analysts focus on statistical significance to make sure they have enough data so that a few unusual responses don’t skew results.

**0 / 1 point**



True



False

**Incorrect**

Review [the reading on data limitations](https://www.coursera.org/learn/ask-questions-make-decisions/supplement/gqKDr/limitations-of-data) for a refresher.

**5.**

Question 5

You receive an angry email from a colleague on the marketing team. The marketing colleague believes you have taken credit for their work. You do not believe this is true. Select the best course of action.

**1 / 1 point**



Reply to the email, asking if they can schedule a time to talk about this in person in order to allow both of you to share your perspectives.



Walk over to the marketing colleague’s cubicle, and tell them you strongly disagree.



Delete the email. It’s best not to create any additional conflict.



Forward the email to the marketing director with an equally angry note.

**Correct**

You should reply to the email, asking if they can schedule a time to talk about this in person in order to allow both of you to share your perspectives. When people are feeling angry or emotional, it’s best to wait until things calm down. Then, give everyone the opportunity to share their perspectives.

**6.**

Question 6

A data analyst has been invited to a meeting. They review the agenda and notice that their data analysis project is one of the topics that will be discussed. How can they prepare for an effective meeting? Select all that apply.

**0.75 / 1 point**



Plan to arrive on time.

**Correct**

They can prepare for an effective meeting by arriving on time, bringing materials to take notes with, and considering what project updates to share.



Bring materials for taking notes.

**Correct**

They can prepare for an effective meeting by arriving on time, bringing materials to take notes with, and considering what project updates to share.



Create and share a revised agenda that includes many more details about their project.



Think about what project updates they should share.

You didn’t select all the correct answers

**7.**

Question 7

Which of the following steps are key to leading a professional online meeting? Select all that apply.

**1 / 1 point**



Maintaining control of the meeting by keeping everyone else on mute.



Sitting in a quiet area that’s free of distractions

**Correct**

When leading an online meeting, acting professionally involves encouraging others to contribute, testing technology beforehand, and eliminating distractions.



Making sure your technology is working properly before starting the meeting

**Correct**

When leading an online meeting, acting professionally involves encouraging others to contribute, testing technology beforehand, and eliminating distractions.



Keeping an eye on your inbox during the meeting in case of an important email

**8.**

Question 8

A team member has asked you to take on a task, and you don’t understand the point of the project. It seems like it will be a waste of your time. The best course of action would be to politely explain your concerns and decline the project.

**1 / 1 point**



True



False

**Correct**

When you don’t understand the full context of a request, ask questions about the project goal, its data story, and the big picture vision.

**1.**

Question 1

A data analytics team is working on a project to measure the success of a company’s new financial strategy. Select the person most likely to be the primary stakeholder for this project.

**0 / 1 point**



The director of analytics



The vice president of finance



The project manager



The data analyst

**Incorrect**

Review [the video on primary and secondary stakeholders](https://www.coursera.org/learn/ask-questions-make-decisions/lecture/QJ5qG/focus-on-what-matters) for a refresher.

**2.**

Question 2

A data analyst is researching the buying behavior of people who shop at a company’s retail store and those who might shop there in the future. During the analysis, it will be important to stay in communication with the people who most often interact with these shoppers. They are members of the executive team.

**1 / 1 point**



True



False

**Correct**

These people are part of the customer-facing team. The customer-facing team includes anyone in an organization who interacts with customers or potential customers, such as the shoppers at a company’s retail store.

**3.**

Question 3

To communicate clearly with stakeholders and team members, there are four key questions data analysts ask themselves. One of them is: What does my audience need to know? Identify the remaining three questions. Select all that apply.

**1 / 1 point**



How can I communicate effectively to my audience?

**Correct**

The four key questions data analysts ask themselves when communicating with stakeholders are: Who is my audience? What do they already know? What do they need to know? And how can I communicate effectively with them?



What does my audience already know?

**Correct**

The four key questions data analysts ask themselves when communicating with stakeholders are: Who is my audience? What do they already know? What do they need to know? And how can I communicate effectively with them?



Who is my audience?

**Correct**

The four key questions data analysts ask themselves when communicating with stakeholders are: Who is my audience? What do they already know? What do they need to know? And how can I communicate effectively with them?



Why are stakeholders and team members important?

**4.**

Question 4

Data analysts focus on statistical significance to make sure they have enough data so that a few unusual responses don’t skew results.

**0 / 1 point**



True



False

**Incorrect**

Review [the reading on data limitations](https://www.coursera.org/learn/ask-questions-make-decisions/supplement/gqKDr/limitations-of-data) for a refresher.

**5.**

Question 5

You receive an angry email from a colleague on the marketing team. The marketing colleague believes you have taken credit for their work. You do not believe this is true. Select the best course of action.

**1 / 1 point**



Forward the email to the marketing director with an equally angry note.



Delete the email. It’s best not to create any additional conflict.



Reply to the email, asking if they can schedule a time to talk about this in person in order to allow both of you to share your perspectives.



Walk over to the marketing colleague’s cubicle, and tell them you strongly disagree.

**Correct**

You should reply to the email, asking if they can schedule a time to talk about this in person in order to allow both of you to share your perspectives. When people are feeling angry or emotional, it’s best to wait until things calm down. Then, give everyone the opportunity to share their perspectives.

**6.**

Question 6

A data analyst has been invited to a meeting. They review the agenda and notice that their data analysis project is one of the topics that will be discussed. They plan to arrive on time and have a pen and paper to take notes. But they do not spend time considering project updates they could share or questions they may be asked. This is appropriate because they’re not the one running the meeting.

**1 / 1 point**



True



False

**Correct**

Even if the data analyst isn’t running the meeting, if their project is on the agenda, it’s a good idea to prepare to share updates and answer questions. This helps keep everyone informed and ensures effective communication.

**7.**

Question 7

When participating in an online meeting, it’s okay to keep your inbox open in another browser window. Participants won’t be distracted because they can’t see it, and you might receive a very important message.

**1 / 1 point**



True



False

**Correct**

When participating in an online meeting, it’s important to eliminate distractions, such as checking your email. This shows respect to the other participants.

**8.**

Question 8

Your data analytics team has been working on a project for a few weeks. You’re almost done, when your supervisor suddenly changes the business task. Everyone has to start all over again. You announce to the team that you’re going to say something to the supervisor about how unreasonable this is. What’s the best next step?

**1 / 1 point**



Take a few minutes to calm down, then ask your colleagues to share their perspectives so you can work together to determine the best next step.



Insist that the entire data analytics team complain to your supervisor.



Write a polite, but strongly worded email to your supervisor.



Go see your supervisor face-to-face and tell them why you’re so upset.

**Correct**

The best next step is to take a few minutes to calm down, then ask your colleagues to share their perspectives so you can work together to determine the best next step.

**1.**

Question 1

Fill in the blank: A data analytics team is working on a project to measure the success of a company’s new financial strategy. The vice president of finance is most likely to be the \_\_\_\_\_.

**0 / 1 point**



analyst



primary stakeholder



secondary stakeholder



project manager

**Incorrect**

Review [the video about staying focused on the objective](https://www.coursera.org/learn/ask-questions-make-decisions/lecture/QJ5qG/focus-on-what-matters) for a refresher.

**2.**

Question 2

At an online marketplace, the \_\_\_\_\_ includes anyone in an organization who interacts with current or potential shoppers.

**1 / 1 point**



project management team



customer-facing team



data science team



executive team

**Correct**

At an online marketplace, the customer-facing team includes anyone in an organization who interacts with current or potential shoppers.

**3.**

Question 3

There are four key questions data analysts ask themselves: Who is my audience? What do they already know? What do they need to know? And how can I communicate effectively with them? These questions enable data analysts to identify the person in charge of managing the data.

**0 / 1 point**



True



False

**Incorrect**

Review [the reading on working with stakeholders](https://www.coursera.org/learn/ask-questions-make-decisions/supplement/2MAkf/working-with-stakeholders) for a refresher.

**4.**

Question 4

Data analysts pay attention to sample size in order to achieve what goals? Select all that apply.

**0.75 / 1 point**



To avoid a small sample size leading to inaccurate judgements

**Correct**

Data analysts pay attention to sample size in order to represent a diverse set of perspectives and avoid skewed results or inaccurate judgements.



To make sure a few unusual responses don’t skew results

**Correct**

Data analysts pay attention to sample size in order to represent a diverse set of perspectives and avoid skewed results or inaccurate judgements.



To fully understand the scope of the analytics project

**This should not be selected**

Review [the reading on data limitations](https://www.coursera.org/learn/ask-questions-make-decisions/supplement/gqKDr/limitations-of-data) for a refresher.



To make sure the data represents a diverse set of perspectives

**Correct**

Data analysts pay attention to sample size in order to represent a diverse set of perspectives and avoid skewed results or inaccurate judgements.

**5.**

Question 5

You receive an angry email from a colleague on the marketing team. The marketing colleague believes you have taken credit for their work. You do not believe this is true. Select the best course of action.

**1 / 1 point**



Reply to the email, asking if they can schedule a time to talk about this in person in order to allow both of you to share your perspectives.



Forward the email to the marketing director with an equally angry note.



Walk over to the marketing colleague’s cubicle, and tell them you strongly disagree.



Delete the email. It’s best not to create any additional conflict.

**Correct**

You should reply to the email, asking if they can schedule a time to talk about this in person in order to allow both of you to share your perspectives. When people are feeling angry or emotional, it’s best to wait until things calm down. Then, give everyone the opportunity to share their perspectives.

**6.**

Question 6

A data analyst has been invited to a meeting. They review the agenda and notice that their data analysis project is one of the topics that will be discussed. How can they prepare for an effective meeting? Select all that apply.

**0.5 / 1 point**



Bring materials for taking notes.

**Correct**

They can prepare for an effective meeting by arriving on time, bringing materials to take notes with, and considering what project updates to share.



Think about what project updates they should share.



Plan to arrive on time.

**Correct**

They can prepare for an effective meeting by arriving on time, bringing materials to take notes with, and considering what project updates to share.



Create and share a revised agenda that includes many more details about their project.

**This should not be selected**

Review [the video on meeting best practices](https://www.coursera.org/learn/ask-questions-make-decisions/lecture/G8ECS/meeting-best-practices) for a refresher.

**7.**

Question 7

When participating in an online meeting, it’s okay to keep your inbox open in another browser window. Participants won’t be distracted because they can’t see it, and you might receive a very important message.

**1 / 1 point**



True



False

**Correct**

When participating in an online meeting, it’s important to eliminate distractions, such as checking your email. This shows respect to the other participants.

**8.**

Question 8

Conflict is a natural part of working on a team. What are some ways to help shift a situation from problematic to productive? Select all that apply.

**1 / 1 point**



Reframe the question by asking, “How can I help?”

**Correct**

To help shift a situation from problematic to productive, reframe the question, keep your emotions in check, and establish open lines of communication.



Take a moment to check your emotions before engaging in an argument.

**Correct**

To help shift a situation from problematic to productive, reframe the question, keep your emotions in check, and establish open lines of communication.



Ask for a conversation to help you better understand the big picture.

**Correct**

To help shift a situation from problematic to productive, reframe the question, keep your emotions in check, and establish open lines of communication.



Identify the person who caused the issue so they can take responsibility.

### 1.

Question 1

A data analyst starts a new project for the operations team at their company. They take a few hours at the beginning of the project to identify their stakeholders. The secondary stakeholders are most likely which of the following people? Select all that apply.

**1 / 1 point**



The project manager

**Correct**

The secondary stakeholders are most likely the data analyst and the project manager.



The president of the company



The vice president of operations



The data analyst

**Correct**

The secondary stakeholders are most likely the data analyst and the project manager.

### 2.

Question 2

A data analyst is researching the buying behavior of people who shop at a company’s retail store and those who might shop there in the future. During the analysis, it will be important to stay in communication with the team that most often interacts with these shoppers. What is the name of this team?

**0 / 1 point**



Data science team



Customer-facing team



Project management team



Executive team

**Incorrect**

Review [the reading on working with stakeholders](https://www.coursera.org/learn/ask-questions-make-decisions/supplement/2MAkf/working-with-stakeholders) for a refresher.

### 3.

Question 3

There are four key questions data analysts ask themselves: Who is my audience? What do they already know? What do they need to know? And how can I communicate effectively with them? These questions enable data analysts to identify the person in charge of managing the data.

**1 / 1 point**



True



False

**Correct**

These questions enable data analysts to communicate clearly with stakeholders and team members.

### 4.

Question 4

To make sure that a few unusual responses don’t skew results or lead to inaccurate judgements, a data analyst focuses on what element of the data collection?

**0 / 1 point**



Data cleaning



Visualization



Statistical significance



Sample size

**Incorrect**

Review [the reading on data limitations](https://www.coursera.org/learn/ask-questions-make-decisions/supplement/gqKDr/limitations-of-data) for a refresher.

### 5.

Question 5

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**1 / 1 point**



True



False

**Correct**

Even if the data analyst isn’t running the meeting, if their project is on the agenda, it’s a good idea to prepare to share updates and answer questions. This helps keep everyone informed and ensures effective communication.

### 7.

Question 7

Which of the following steps are key to leading a professional online meeting? Select all that apply.

**1 / 1 point**



Maintaining control of the meeting by keeping everyone else on mute.



Keeping an eye on your inbox during the meeting in case of an important email



Sitting in a quiet area that’s free of distractions

**Correct**

When leading an online meeting, acting professionally involves encouraging others to contribute, testing technology beforehand, and eliminating distractions.



Making sure your technology is working properly before starting the meeting

**Correct**

When leading an online meeting, acting professionally involves encouraging others to contribute, testing technology beforehand, and eliminating distractions.

### 8.

Question 8

Conflict is a natural part of working on a team. What are some ways to help shift a situation from problematic to productive? Select all that apply.

**1 / 1 point**



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