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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 ____.

1 / 1 point

- ☐ analyst
- ☐ project manager
- ☐ secondary stakeholder
- ☒ primary stakeholder

✔ Correct

The vice president of finance is most likely to be the primary stakeholder.

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

1 / 1 point

- ☐ data science team
- ☐ executive team
- ☒ customer-facing team
- ☐ project management team

✔ Correct

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

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?

- ☒ 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?

- ☒ What does my audience already know?

✔ Correct

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?

1 / 1 point

- ☒ Sample size
- ☐ Data cleaning
- ☐ Statistical significance
- ☐ Visualization

✔ Correct

To make sure a few unusual responses don't skew results or lead to inaccurate judgements, a data analyst focuses on sample size.

5. A data analyst feels overworked. They often stay late to finish work, and have started missing deadlines. Their supervisor emails them another project to complete, and this causes the analyst even more stress. How should they handle this situation?

1 / 1 point

- ☐ Accept the new project right away and hope to not miss another deadline.
- ☐ Walk into the supervisor's office and tell them to give the project to someone else.
- ☒ Wait a few minutes to think it over, then respond with a meeting request to discuss this project and the general workload.
- ☐ Respond immediately, letting the supervisor know the expectations at this company are unreasonable.

✔ **Correct**

They should wait a few minutes to think it over, then respond with a meeting request to discuss this project and the general workload. 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. Arriving at meetings prepared is an important part of creating a professional work environment. This involves which of the following actions? Select all that apply.

1 / 1 point

- ☒ Reading the meeting agenda ahead of time

✔ **Correct**

Arriving at meetings prepared involves reading the agenda ahead of time, bringing materials to take notes with, and considering what questions you may be asked so you're prepared to answer.

- ☐ Bringing a laptop to keep an eye on emails

- ☒ Considering what questions you may be asked so you're prepared to answer

✔ **Correct**

Arriving at meetings prepared involves reading the agenda ahead of time, bringing materials to take notes with, and considering what questions you may be asked so you're prepared to answer.

- ☒ Bringing materials to take notes with

✔ **Correct**

Arriving at meetings prepared involves reading the agenda ahead of time, bringing materials to take notes with, and considering what questions you may be asked so you're prepared to answer.

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.
- ☒ 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

- ☒ 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.

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

- ☒ 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.

- ☒ 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.

- ☒ 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.