Module 5 Glossary: Managing and Leading Stakeholders

Welcome! This alphabetized glossary contains many of the terms you'll find within this course. This comprehensive glossary also includes additional industry-recognized terms not used in course videos. These terms are important for you to recognize when working in the industry, participating in user groups, and participating in other certificate programs.

Term	Definition	Video/Reading where the term is introduced
Adaptability	The ability to adjust to changing circumstances and situations	Adaptability and Resilience
Cost-benefit analysis	A systematic approach to evaluate the potential costs and benefits of a proposed project or task, and involves identifying and quantifying the costs and benefits associated with a particular course of action and comparing them to determine whether the benefits outweigh the costs	Acquiring Resources
Credibility	A track record of honesty, transparency, and accountability	Building Trust
DiSC	An assessment that measures behavioral styles based on four dimensions: dominance, influence, steadiness, and conscientiousness	Building Trust
Emotional Intelligence (EQ)	The ability to identify, assess and manage the emotions of oneself and other people, as well as the collective emotions of groups of people	Emotional Intelligence
Emotional Intelligence (EQ) model	A model to assess EQ that has five components: self-awareness, self-regulation, motivation, empathy, and social skills	Emotional Intelligence

Five dysfunctions of a team model	A concept introduced by author Patrick Lencioni that identifies the five dysfunctions of a team as the absence of trust, fear of conflict, lack of commitment, avoidance of accountability, and inattention to detail	Building Trust
Managing up	The process of building a productive working relationship with one's boss or superiors to achieve common goals and objectives	Managing Up
Myers-Briggs Type Indicator (MBTI)	An assessment that measures personality preferences based on four dichotomies: extraversion/introversion, sensing/intuition, thinking/feeling, and judging/perceiving	Building Trust
Negotiation	A process of communicating, collaborating, and compromising to reach a mutually acceptable agreement	Acquiring Resources
Overallocation	The result of a project manager assigning more work to a resource than they can realistically complete within a given timeframe	Effective Resource Planning
Resilience	The ability to recover quickly from setbacks and failures	Adaptability and Resilience
Resource allocation	The process of assigning and distributing resources such as personnel, equipment, finances, time, and materials to specific project tasks	Effective Resource Planning

Resource breakdown structure (RBS)	A chart that is a hierarchical representation of resources by category and type	Effective Resource Planning
Resource planning	The process of identifying and estimating the resources needed for a project, including personnel, equipment, materials, and budget	Effective Resource Planning
StrengthsFinder	An assessment that measures individual strengths across 34 talent themes	Building Trust
Trust	The confidence among team members that their peers' intentions are good and that there is no reason to be protective and careful around the group	Building Trust