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1. As a project manager, you create a communication plan for a project. You need to identify potential barriers. Which of the following questions should you ask to identify a potential barrier? 1 / 1 point

- ☐ Will daily check-ins be required?
- ☒ Are there any privacy or internet access issues?
- ☐ Will the stakeholders like the project team members?
- ☐ How was the project RACI chart created?

☒ Correct

2. Which of the following is true of effective communication in project management? Select all that apply. 1 / 1 point

- ☐ It does not require follow-ups.
- ☒ It continues throughout the entire project.

☒ Correct

- ☒ It is clear, relevant, and frequent.

☒ Correct

- ☒ It helps projects run on time and meet expectations.

☒ Correct

3. What details does a communication plan include? Select all that apply. 1 / 1 point

- ☒ What to communicate

☒ Correct

- ☒ When communication happens

☒ Correct

- ☐ How communications should sound
- ☒ Who should communicate

☒ Correct

4. As a project manager, part of your communication plan is to have an in-person meeting with team members. What additional details should the communication plan include? Select all that apply. 1 / 1 point

- ☐ Type of communication
- ☒ Goal

☒ Correct

- ☒ Frequency

☒ Correct

- ☐ Location

5. Why should you share your communication plan document with your team? Select all that apply. 1 / 1 point

- ☐ Let them make changes to the plan

- ☒ Ensure you aren't missing crucial information
- ☒ Correct
- ☒ Let them offer feedback
- ☒ Correct
- ☒ Make them aware of the plan
- ☒ Correct

6. What are the key benefits of a communication plan? Select all that apply.

1 / 1 point

- ☒ Improves overall effectiveness of communication
- ☒ Correct
- ☒ Involves stakeholders in effective conversations
- ☒ Correct
- ☒ Keeps people engaged and motivated throughout the project
- ☒ Correct
- ☐ Provides guidance on technical project terms

7. Which of the following communication methods is most appropriate for high-level stakeholders who *don't* need detailed project updates?

1 / 1 point

- ☐ Virtual check-in meetings to share task progress
- ☒ Newsletters that summarize key milestones and project progress
- ☐ Weekly emails with team action items
- ☐ Frequent status update meetings to report project issues
- ☒ Correct

8. How can a project manager use a RACI chart and stakeholder map when creating a project communication plan?

1 / 1 point

- ☒ To determine what type of communication is best for the team members
- ☐ To determine the issues that could come up during the plan
- ☐ To assess which stakeholder would be able to respond fastest to emails
- ☐ To assess the frequency of the communication method to each team member
- ☒ Correct

9. A project manager has created documentation that includes information that does not need to be accessible to all team members. How can you ensure the documentation is accessible to the right people?

1 / 1 point

- ☒ Summarize only the relative information for those who need to keep informed and require them to request access to confidential information
- ☐ Give everyone a summary of the relevant information and the details of the project
- ☐ Give everyone the same access level since they are on the project and share the all important resources
- ☐ Meet with every person on the project team to check if they need access
- ☒ Correct

10. A project manager creates a centralized planning document. They create an overview sheet with the project description and communication expectations. What is another piece of information they can include in the overview sheet?

1 / 1 point

- ☐ Instructions for how to use the RACI chart

- ☐ Goals for how many emails to send to stakeholders
- ☐ Goals on how many daily check-ins for project
- ☒ Instructions for how to use the spreadsheet

☒ Correct

- ☐ Create a project plan
- ☐ Create a project charter
- ☐ Create a project budget