

# Congratulations! You passed!

Grade received 100%

To pass 100% or higher

Go to next item

1. In this exercise, you will read a scenario and comment about how you would react to the situation. Then, you will list and describe skills that make a project manager successful. Start by considering the following scenario:

1 / 1 point

A co-worker is responsible for researching and providing you with a list of potential venues for a retirement party. For the last three weeks, they have been telling you they will complete the list by “the end of the week (EOW).” When you check in with them at the beginning of each of the weeks, they tell you they didn’t get around to completing it but that it will be done by the current week.

How might you influence this situation without authority? Write 2-3 sentences.

Open communication: Have a direct and open conversation with your co-worker about the repeated delays. Express your concerns, emphasize the importance of the task, and seek their commitment to providing the list by a specific deadline. Ask if there are any challenges or obstacles they are facing and offer support or assistance if possible.

Set clear expectations: Clearly communicate your expectations regarding the completion of the list and the consequences of further delays. Discuss the impact their delays have on your ability to move forward with the retirement party planning and highlight the importance of meeting deadlines. Encourage them to be realistic about their time commitments and seek a firm commitment on when they will complete the task.

Seek alternative solutions: If the delays continue to persist despite your efforts, explore alternative options. Consider delegating the task to someone else who can complete it in a timely manner or reach out to other colleagues who might have relevant knowledge or resources to assist you in finding potential venues. Be proactive in finding solutions that keep the project moving forward despite the setbacks.

✓ Correct

How did you do? Here are a few approaches we recommend:

- Talk to your co-worker about the overall schedule for the retirement party, and explain to them how selecting a venue as soon as possible is critical to the success of the overall event and will determine what the date of the party will be.
- Ask your co-worker about their current workload and see if there is anything you can do to free up their schedule. You can also offer to get someone else to help them, if needed.
- Midweek, consider sending your co-worker a gentle reminder about their end of week commitment and ask how it's coming along.

2. Write a list of the most valuable interpersonal skills required to be a successful project manager and describe how each skill contributes to a project manager’s success. Write and describe at least four skills.

1 / 1 point

Effective Communication: Clear and concise communication is crucial for a project manager's success. It allows them to articulate goals, expectations, and project updates to team members, stakeholders, and clients. Good communication fosters collaboration, resolves conflicts, ensures alignment, and keeps everyone informed, leading to better decision-making and successful project outcomes.

Leadership: Project managers need strong leadership skills to guide and motivate their team. Leadership involves inspiring team members, setting a positive example, and providing guidance and direction. Effective leadership helps build trust, boosts team morale, encourages accountability, and fosters a collaborative and productive work environment.

Relationship Building: Building strong relationships with team members, stakeholders, and clients is vital for a project manager. By establishing trust and rapport, they can effectively engage stakeholders, manage expectations, and navigate potential conflicts. Strong relationships also enable effective collaboration, encourage open communication, and enhance the overall project experience.

Problem Solving: Project managers encounter various challenges and obstacles throughout a project's lifecycle. Strong problem-solving skills allow them to identify issues, analyze root causes, and develop effective solutions. By thinking critically, evaluating alternatives, and making informed decisions, project managers can overcome hurdles, mitigate risks, and keep the project on track.

Time Management: Effective time management is crucial for project managers to meet deadlines and ensure project

milestones are achieved. They must prioritize tasks, allocate resources efficiently, and create realistic schedules. Good time management skills enable project managers to optimize productivity, reduce delays, and maintain project momentum.



Correct

Here’s a recap of the most valuable interpersonal skills we’ve discussed so far in the course.

**Interpersonal skills:**

**Enabling decision making:** The ability to enable decision making on the team, or gather decisions from the appropriate leader is crucial to keep projects on task and achieve their goals. As a project manager, you will need to enable decisions frequently.

**Communicating and escalating:** As a project manager, you’ll use your communication skills in just about everything you do. And you need to know when it is appropriate to escalate, so that critical issues are raised and addressed as soon as possible to reduce negative impact on a project.

**Remaining flexible:** As a project manager, knowing how to be flexible when changes are needed is key. Plans will change — even with careful, upfront planning. As a project manager being flexible is critical to be able to course correct and adapt when the unexpected happens.

**Organizational Skills:** Having strong organizational skills means having the ability to organize the core elements of a project and ensure nothing gets lost or overlooked. A project manager needs to be organized so that they can manage a project and all of its moving parts.

**Negotiation:** As a project manager, you’ll have to know how to balance the needs of your teammates with the needs of the project. For example, if a teammate says they can’t complete their work on time, you may need to compromise on a deadline.

**Conflict mediation:** Resolving tension and conflict within a team is an important skill. This may involve setting up a meeting with two teammates that are struggling to agree upon the best way to handle a shared task.

**Understanding motivations:** Getting to know your teammates and figuring out what pushes them to their best work is an effective skill to have. Understanding motivations also involves understanding how your teammates prefer to receive feedback.