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1. As a project manager, you encounter a problem that will affect the project delivery date. You need to raise the issue to project stakeholders. How should you best communicate the problem to stakeholders?

   1 / 1 point

   - ⦿ Provide stakeholders with a short summary and proposed solution to the problem.

   - ○ Email stakeholders outlining the problem in detail and ask how they would like to proceed.

   - ○ Send stakeholders a link to the project plan with the problem highlighted.

   - ○ Add stakeholders to an ongoing email chain to provide them with context for the problem.

   ✓ **Correct**

2. As a project manager, you encounter a problem that you need to send to your stakeholders. You synthesize the information for the stakeholders. What should your synthesis be?

   1 / 1 point

   - ○ A collection of emails, presentations, and meeting notes that document the problem.

   - ○ An email to important stakeholders with a link to a new project plan.

   - ⦿ A one to two sentence overview of the problem and your proposed solution.

○ A list of proposed solutions for your stakeholders to choose from.

⊘ **Correct**

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3. What are the two parts of an OKR?   **1 / 1 point**

○ A tasklist and a schedule

○ A problem and a solution

⦿ A goal and a metric

○ A task and a milestone

⊘ **Correct**

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4. You have synthesized the information around a problem you encountered in   **0 / 1 point**
your project. You are now ready to communicate the problem to your
stakeholders. Which of the following best describes how OKRs can help
persuade your stakeholder to take the problem seriously?

○ You can suggest a new OKR that your stakeholder may present to their
company's CEO.

○ You can present how the original project goals fail to align with the
company's OKRs.

⦿ You can present how the problem reveals weaknesses in the company's
OKRs.

○ You can present how your proposed solution addresses key results of a
company OKR.

⊗ **Incorrect**
Please review the video on connecting project problems to goals ↗.

5. As a project manager, what should you consider before writing an email to a stakeholder to communicate an issue? Select all that apply.   **0.75 / 1 point**

☑ How the problem will affect the company as a whole

⊘ **Correct**

☐ How the project will affect you and the stakeholders

☑ What is most important to a stakeholder

⊘ **Correct**

☑ What is most important to the project team

⊗ **This should not be selected**
Please review the video about writing emails to escalate a problem ↗.

6. You are writing the closeout report for a project you are managing. You describe the workflow you used with your team and that you implemented Agile principles in project management. Which part of your closeout report is the best place to document this information?   **1 / 1 point**

◉ Methodology section

○ Project summary

○ Key accomplishments section

○ Performance baseline section

⊘ **Correct**

7. What is the purpose of the executive summary in an impact report?   **1 / 1 point**

○ To show senior stakeholders that all the tasks were completed

○ To show senior stakeholders a performance overview of the project

   ⦿ To give senior stakeholders a concise description of positive outcomes
within the project

   ◯ To allow senior stakeholders to give the team feedback on the project

   ✓ **Correct**

8. What is the difference between a closeout report and an impact report?   **1 / 1 point**

   ◯ A closeout report demonstrates to the project manager that the project
timeline has ended. An impact report demonstrates to the stakeholders that
the project manager has followed the timeline.

   ◯ A closeout report demonstrates to the project manager if the team followed
the proposed budget. An impact report demonstrates how much it cost
overall to finish the project.

   ⦿ A closeout report is written for future stakeholders to describe the details of
the project. An impact report is written for senior stakeholders to get an
overview of the project in its closing.

   ◯ A closeout report is written for the project manager to document the steps
of the project. An impact report is written for stakeholders to have
documentation of the steps in the project.

   ✓ **Correct**