



PMI® PMP®/CAPM® Workshop

Stakeholder Management Questions

217. Stakeholders are:

- a) The project engineers who design and construct the project.
- b) The people, groups, or organizations that could impact or be impacted by a decision, activity, or outcome of the project.
- c) The organization's corporate attorneys.
- d) The individuals or agencies that control contingency funds and their disbursement through the project management office (PMO).



218. Which of the following is NOT true about project stakeholders?

- a) They are people, groups, or organizations that are actively supportive of the project.
- b) They are people, groups, or organizations who are involved in the project.
- c) They are people, groups, or organizations whose interests may be positively or negatively affected by a decision, activity, or outcome of the project.
- d) They are people, groups, or organizations that may exert varying levels of influence over the project and its expected outcomes.



219. To increase the chance to achieve project success, the project manager should do all of the following EXCEPT:

- a) Identify the stakeholders early in the project or phase.
- b) Analyze the stakeholders levels of interest and individual expectations as well as their importance and influence.
- c) As much as possible, create conflicts amongst various stakeholders to allow the project team to get its work done.
- d) Communicate and work with stakeholders to meet their needs/expectations.



220. You are developing management strategies to effectively engage stakeholders throughout the project life cycle, based on the analysis of their needs, interests, and potential impact on project success. This is known as:

- a) Manage stakeholder engagement.
- b) Control stakeholder engagement.
- c) Plan stakeholder management.
- d) Manipulate stakeholders.



221. You are involved in the process of communicating and working with stakeholders to meet their needs/expectations, address issues as they occur, and foster appropriate stakeholder engagement in project activities throughout the project life cycle. This is known as:

- a) Manage stakeholder engagement.
- b) Control stakeholder engagement.
- c) Communicate with stakeholders.
- d) Plan stakeholder management.



222. You are monitoring overall project stakeholders relationships and adjusting strategies and plans for engaging stakeholders. This is known as:

- a) Manage stakeholder engagement.
- b) Manage stakeholder relationship.
- c) Stakeholder relationship management.
- d) Control stakeholder engagement.



223. You are using a classification model for stakeholder analysis that groups the stakeholders based on their level of authority and their level or concern regarding the project outcomes. This is known as:

- a) Power/influence grid.
- b) Influence/impact grid.
- c) Power/interest grid.
- d) Salience model.



224. In developing a stakeholder register, you need to include all of the following EXCEPT:

- a) Identification information.
- b) Assessment information.
- c) Stakeholder classification.
- d) Project risk information.



225. Classification of the engagement level of stakeholders includes all of the following EXCEPT:

- a) Resistant.
- b) Neutral.
- c) Supportive.
- d) Manipulative.



226. Manage Stakeholder Engagement involves all of the following activities EXCEPT:

- a) Clarifying and resolving issues that have been identified.
- b) Avoiding potential concerns that have not yet become issues.
- c) Anticipating future problems that may be raised by stakeholders.
- d) Managing stakeholders expectations through negotiation and communication.



227. All of the following statements about Manage Stakeholder Engagement are true EXCEPT:

- a) Managing stakeholder engagement helps to increase the probability of project success.
- b) The ability of stakeholders to influence the project is typically highest during the initial stages and gets progressively lower as the project progresses.
- c) The ability of stakeholders to influence the project is typically lowest during the initial stages and gets progressively higher as the project progresses.
- d) The project manager is responsible for engaging and managing the various stakeholders in a project and may call upon the project sponsor to assist as needed.



228. Control Stakeholder Engagement tools and techniques include all of the following EXCEPT:

- a) Information management systems.
- b) Expert judgement.
- c) Meetings.
- d) Behavior modification analytics.



229. Status review meetings are used to:

- a) Exchange and analyze information about stakeholder engagement.
- b) Manage closely low-power/low-interest stakeholders.
- c) Avoid confrontation with high-power/low-interest stakeholders.
- d) Update the critical path on a factual basis regardless of stakeholders expectations.



230. The power/interest grid classification model for stakeholders analysis suggests:

- a) Keep informed high-power/high-interest stakeholders.
- b) Keep satisfied high-power/low-interest stakeholders.
- c) Monitor low-priority/high-interest stakeholders.
- d) Manage closely low-power/low-interest stakeholders.



231. During a public hearing regarding your company's proposed state-of-the-art water tower, a highly interest resident of the area challenges you: “Would you have this thing built in your own backyard?” Your best answer can proceed with:

- a) Given that you are not listed in the stakeholders’ register, I cannot take your concerns seriously.
- b) I am sorry that you appear to dislike having this water tower as your neighbor. We will look for another location for it.
- c) Given that the experts provided ample information that the proposed location is the most suitable, I would be pleased to have this state-of-the-art water tower as a neighbor.
- d) If you want to have usable water pressure in your residence, you should not interfere with our work.

