PMI® PMP®/CAPM® Workshop

Project Communications Management Questions

161. The major processes of Project Communications Management are:

a)   Plan Communications Management, Manage Communications, and Control Communications.

b)   Plan Communications Management, Develop Responses, Report Progress, Distribute Information.

c)   Plan Communications Management, Distribute Information, and Schedule Reporting.

d)   Distribute Information, Report Changes, Update Project Documents, and Accept Project Deliverables.

162. Inputs to the Plan Communications Management process include:

a) Project management plan, stakeholder register, enterprise environmental factors, and organizational process assets.

b) Stakeholder requirements, project scope statement, project budget, and project schedule.

c) Organizational structure, stakeholder analysis, project management plan, and communications barriers.

d) Stakeholder management strategy, RAM, WBS, and administrative procedures.

163. **The communications management plan usually provides all of the following EXCEPT:**

a) Information to be communicated, including language, format, content, and level of detail.

b) Time frame and frequency for the distribution of required information and receipt of acknowledgement or response, if applicable.

c) Methods or technologies used to convey the information, such as memos, e-mail, and/or press releases.

d) Email archives, correspondence, reports, and documents related to the project from all stakeholders.

164. Hard-copy document management, electronic communications management, and web interfaces to scheduling and project management software are examples of:

a)   Integrated project management information systems (IPMIS).

b)   Internal communication systems.

c)   Information management systems.

d)   Project records.

165. Factors that can affect the choice of communication technology generally include all of the following EXCEPT:

a)   Urgency of the need for information.

b)   Availability of technology.

c)   Executive requirements.

d)   Sensitivity and confidentiality of the information.

166. Performance reporting is the act of collecting and distributing performance information, generally including all of the following EXCEPT:

a)   Status reports.

b)   Decision tree analysis.

c)   Progress measurements.

d)   Foreccasts.

167. **As part of the communications process, the sender is responsible for:**

a)   Ensuring the receiver agrees with the message.

b)   Confirming that the communication id correctly understood.

c)   Presenting the information in the most favourable manner.

d)   Decoding the medium correctly.

168.   As part of the communications process, the receiver is responsible for:

a)   Agreeing with the sender's message.

b)   Pretending that the message is received only partially, to encourage further discussions.

c)   Making sure that the information is received in its entirety, understood correctly, and acknowledged or responded to appropriately.

d)   Specifying that a verbal message does not give insight to problem areas, and requiring that the message be reduced to writing to avoid potential confusion.

169. Sources of information typically used to determine project communication requirements includes all of the following EXCEPT:

a)   Project organization and stakeholder responsibility relationships.

b)   Disciplines, departments, and specialties involved in the project.

c)   Logistics of how many persons will be involved with the project and at which locations.

d)   Availability of in-place technology at the project location.

170. Performance reporting involves the periodic collection and analysis of baseline versus actual data. A simple status report might show performance information, such as percent complete, or status dashboards for:

a)   Each area (i.e., scope, schedule, cost, and quality).

b)   Recognition and rewards for achieving the project's major milestones.

c)   Performance appraisals of project team members.

d)   Exceptional performance by individual team member (or sub-teams).

171. Communication activities have many potential dimensions that generally include all of the following EXCEPT:

a)   Written, oral, and non-verbal.

b)   Internal and external.

c)   Conceptual and definitive.

d)   Formal and informal.

172. All of the following are information management and distribution tools EXCEPT:

a)   Hard-copy document management.

b)   Electronic communications management.

c)   Inputting project performance data into a spreadsheet or database.

d)   Electronic project management tools.

173. **The total number of potential communication channels for a project with n = 12 stakeholders is:**

a)   n(n-1)/2.

b)   2n/(n-1).

c)   2(n-1)/n.

d)   47 potential communications channels.

174. Lessons learned documentation generally includes all of the following EXCEPT:

a)   The causes of issues.

b)   Updates of the statement of work to reflect training and learning requirements.

c)   Reasoning behind the corrective action chosen.

d)   Other types of lessons learned about communication management.

175. Techniques and considerations for effective communications management generally includes all of the following EXCEPT:

a)   Meeting management techniques, such as preparing an agenda and dealing with conflicts.

b)   Facilitation techniques for building consensus and overcoming obstacles.

c)   Listening techniques, such as listening actively and removal of barriers that adversely affect comprehension.

d)   Providing comfortable chairs in project conference rooms to strengthen project team cohesion.

176. Control Communications is the process of:

a) Ensuring that information is provided on a need-to-know basis only to avoid unnecessary confusion and possible conflicts

b) Monitoring and controlling communications throughout the entire project life cycle to ensure the information needs of the project stakeholders are met.

c) Providing all project information to all project stakeholders to enhance full buy-in regarding project requirements.

d) Securing and guarding any negative information related to project performance throughout the entire project lifecycle to ensure that the project team can continue working on the project with minimal disruption.