



IT Project Management

Lecture 2-3 – Communication

Quiz

Uwe Gühl

Disclaimer

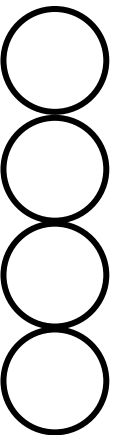
Some of the questions presented in this quiz are based on sample examinations provided by

- Free PMP® Practice Exam Questions, available at <https://www.project-management-prepcast.com/pmp-practice-exam-questions-sample-test>
- Sample Exam Certified Project Management Associate, IPMA Level D®, available at <https://www.ipma-usa.org/cert-sample-exams>
- The PRINCE2 ® Foundation Examination Sample Paper, available at <https://www.axelos.com/certifications>
- IREB (CPRE Foundation Level, Practice examination), available at <https://www.ireb.org/en/downloads/tag:foundation-level>
- ISTQB (Certified Tester Foundation Level Sample Examination), available at <https://www.istqb.org/downloads/>

1. Meetings

Which role should be considered, if a complex topic has to be discussed in a meeting with many people?

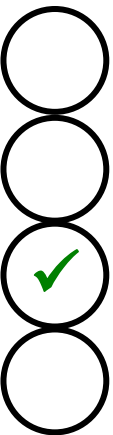
- a) Principal
- b) Keeper of minutes
- c) Moderator
- d) Quality manager



1. Meetings

Which role should be considered, if a complex topic has to be discussed in a meeting with many people?

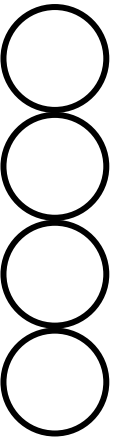
- a) Principal
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2. Communication

A complex message that could easily be misunderstood, should be communicated.
What is the most effective medium to use?

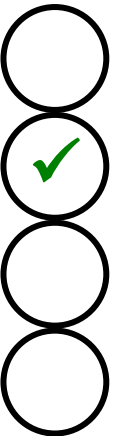
- a) Email reviewed by a colleague
- b) In-person contact
- c) Video conference
- d) Notice by a messenger service



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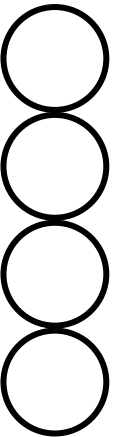


3. Minutes

What is missing MOST in following entry?

“As requested by Jo, someone of the team should develop the user interface until 3rd of April”

- a) Id
- b) Responsible
- c) Impact
- d) Priority

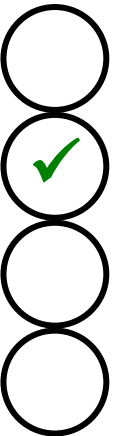


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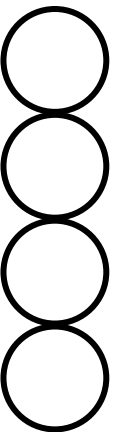
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- b) Responsible
- c) Impact
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4. Communication

You have to inform the project team about an important change in the project plan, decided by the project board. How to communicate best?

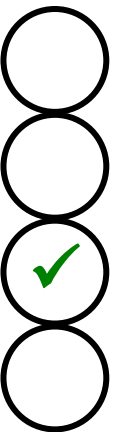
- a) Personal email to every project member
- b) Newsletter
- c) Extraordinary project meeting
- d) Project board meeting



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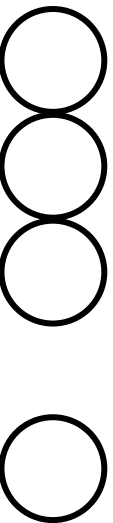
- a) Personal email to every project member
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5. Communication

A project manager got the information that a supplier has difficulties to deliver project results in time. What should be the next activity of the project manager?

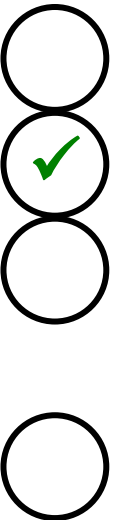
- a) Informing the project team about the issue
- b) A personal talk with the supplier
- c) Addressing the topic in the agenda of the next project meeting
- d) Sending an email to the principal



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- a) Informing the project team about the issue
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6. Good Communication

Which of the following is **NOT** an example for good communication?

a) Active listening

☐

b) Making jokes about team members only when they are absent

☐

c) Asking open questions

☐

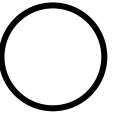
d) Respect and acceptance

☐

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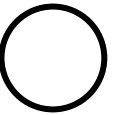
a) Active listening



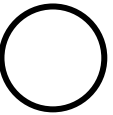
b) Making jokes about team members only when they are absent



c) Asking open questions



d) Respect and acceptance



7. Communication Plan

What is a communication plan in the context of project management?

- a) Policy driven approach to provide stakeholders with information about the project ☐
- b) Definition which templates to follow in a meeting ☐
- c) Play rules in the project concerning communication ☐
- d) Description how a new product should be placed in the market ☐

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