

Software Project Management

Lesson 5 – Communication
Quiz

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Winter 2015 / 2016





1. Communication plan

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

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



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2. Good communication



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

- a) Active listening
- b) Making jokes
- c) Asking open questions
- d) Respect and acceptance

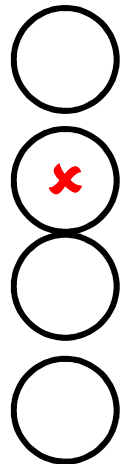
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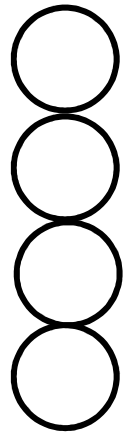




3. Communication

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

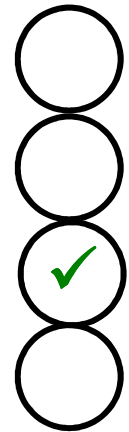




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4. Communication

A customer claimed, that a team member did bad communication with him. How to deal with it in the best way as project manager?

a) A personal talk with the team member ☐

b) Addressing the topic in the agenda of the next project meeting ☐

c) Promising the customer that the team member will be cautioned ☐

d) A personal talk with the principal ☐



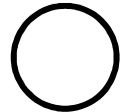
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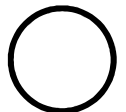
a) A personal talk with the team member



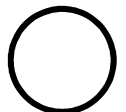
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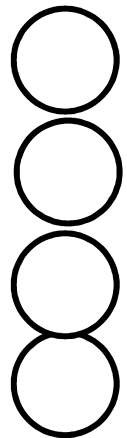


5. Minutes

What is missing MOST in following entry?

“As requested by Gai, someone of the team should develop the user interface until 03.04.2016”

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



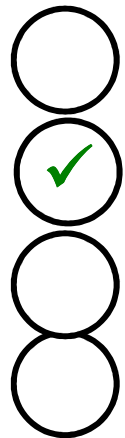


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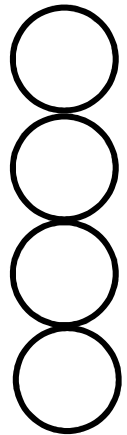




6. Meetings

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

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





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