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QUESTION 1

You work as a project manager for PassGuide Inc. Two of your team members are held in a conflict on a module of the project assigned to them. You have told them to work together to find a mutually beneficial solution. Which of the following conflict resolution techniques will your team members follow to achieve the solution?

- A. Compromise
- B. Collaboration
- C. Avoidance
- D. Competition

Correct Answer: B

QUESTION 2

Which of the following theories states that humans have five needs and the needs above the hierarchy cannot be met until the lower needs are met?

- A. Maslow's Hierarchy of Needs
- B. Ouchi's Theory Z
- C. McGregor's Theory of X and Y
- D. Expectancy Theory

Correct Answer: A

QUESTION 3

Alice is the project manager of the NHQ Project and is entering the project's closing processes. The project, she has managed, has been for another organization in a contractual relationship. Her organization requires Alice to complete performance reviews of the project team, review the deliverables with the project customer, and to obtain formal signoff of the project deliverables.

There may be other conditions and activities that Alice likely will need to do in this final project phase. Where can Alice check regarding this project?

- A. Project Integration Plan
- B. Project Quality Control procedures
- C. Project Communications Management Plan
- D. Project Contract

Correct Answer: D

QUESTION 4

You are the project manager of the BGY Project. A new issue has been identified in the project and this issue could prove to be costly for the project. The issue affects Anna's project deliverable and she is a negative stakeholder for the project. Considering these elements of the project, what type of communication would be the most effective to share this news with Anna?

- A. Face-to-face meeting
- B. Documented review of the issue
- C. Immediate telephone call
- D. Informal presentation meeting

Correct Answer: A

QUESTION 5

Which of the following management skills is described in the statement below? "It is a strategy of sharing power and relying on interpersonal skill to get others to cooperate towards common goals."

- A. Communication
- B. Motivation
- C. Influencing
- D. Negotiation

Correct Answer: C

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