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QUESTION 1

Retreating from an actual or potential conflict or postponing the issue to be better prepared or to be resolved by others describes which of the five general techniques for managing conflict?

- A. Smooth/accommodate
- B. Withdraw/avoid
- C. Compromise/reconcile
- D. Force/direct

Correct Answer: B

QUESTION 2

Design of experiments (DOE) should be used during which of the following processes?

- A. Perform Quality Assurance
- B. Total Quality Management
- C. Perform Quality Control
- D. Plan Quality Management

Correct Answer: D

QUESTION 3

A project manager is in the process of working with stakeholders to meet their needs and expectations, and identifying and fostering communication and involvement. Which process does this typically represent?

- A. Monitor Stakeholder Engagement
- B. Monitor Communications
- C. Manage Communications
- D. Manage Stakeholder Engagement

Correct Answer: D

QUESTION 4

A project manager can choose from several techniques to resolve conflicts between team members. Which technique can result in a win-win situation?



- A. Collaborate/Problem Solve
- B. Compromise/Reconcile
- C. Smooth/Accommodate
- D. Withdraw/Avoid

Correct Answer: A

QUESTION 5

Which group of inputs will a project manager use during the Monitor Stakeholder Engagement process?

- A. Project charter, business documents, and project management plan
- B. Agreements, scope baseline, and project management plan
- C. Project charter, business case, and project management plan
- D. Work performance data, enterprise environmental factors, and project management plan

Correct Answer: D

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