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# Latest Version: 6.0

## Question: 1

A business analyst is facilitating a workshop to elicit requirements for a new online registration process. He has decided to use De Bono's six hats approach.

To begin the workshop, he has decided to clarify the process to be applied in the workshop and then discuss the data related to customers who have registered over the past six months.

Which of the following hats is the business analyst intending to use?

Response:

- A. Yellow (optimism) and green (creative)
- B. Green (creative) and yellow (optimism)
- C. Red (emotional) and black (negative)
- D. Blue (thinking) and white (facts)

**Answer: D**

## Question: 2

A business analyst (BA) is planning a workshop to understand the 'as is' process for their project. Which of the following steps would the BA include in this planning stage?

Response:

- A. Confirm objectives and set ground rules
- B. Identify and book venue and set ground rules
- C. Select participants and confirm objectives
- D. Select participants and identify and book venue

**Answer: D**

## Question: 3

Which of the following is not a step in the communication process?

Response:

- A. Accept the message
- B. Decode the message
- C. Encode the message
- D. Transmit the message

**Answer: A**

### Question: 4

A stakeholder has been invited to a workshop and the business analyst (BA) has asked them to take notes during the workshop, as they volunteered to do this during their last conversation.

Which of the following roles has this stakeholder volunteered to perform?

Response:

- A. Chair
- B. Facilitator
- C. Participant
- D. Scribe

**Answer: D**

### Question: 5

An identified user of a proposed new piece of software has been invited to a workshop to try some new ideas and learn about using a new app. The user has asked if there is any guidance documentation they can review and consider in advance of the discussion

Which of the following learning styles is this user adopting?

Response:

- A. Activist
- B. Reflector
- C. Pragmatist
- D. Theorist

**Answer: B**

### Question: 6

What is the element in a CATWOE analysis that would enable a business analyst (BA) to understand a stakeholder's beliefs about the organization and why it exists?

Response:

- A. Actor
- B. Transformation
- C. World view
- D. Environment

**Answer: C**

### Question: 7

Which of the following statements is true in relation to the process for managing customer expectations?

Response:

- A. The analyze stage of the process is to look at containment strategies
- B. The discover stage of the process is to analyze the source of the expectations
- C. The discover stage of the process is to calibrate the expectations
- D. The manage stage is to find out whether the expectations come from a supplier or competitor

**Answer: B**

### Question: 8

According to Mehrabian's survey on communication feelings and attitudes, which of the following is in the correct order of impact (highest impact to lowest impact)?

Response:

- A. Body language, tone of voice, words
- B. Tone of voice, body language, words
- C. Tone of voice, words, body language
- D. Words, body language, tone of voice

**Answer: A**

### Question: 9

Which of the following describes the purpose of forming a Best Alternative To a Negotiated Agreement (BATNA) when negotiating?

Response:

- A. To ensure there is a fallback position if an agreement cannot be reached
- B. To exclude any consideration of other assets if an agreement cannot be reached
- C. To show the best-case scenario if an agreement can be reached
- D. To support an agreement that has been reached

**Answer: A**

### Question: 10

Which of the following would be categorized as a short-term controllable expectation creator?  
Response:

- A. Brand and reputation
- B. Customer preferences
- C. First impressions
- D. Negative information

**Answer: C**

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