



Sample Exam

Edition 202401

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Introduction

This is the EXIN BCS Stakeholder Engagement Professional (BAPROSE.EN) sample exam. The Rules and Regulations for EXIN's examinations apply to this exam.

This exam consists of 20 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is correct.

The maximum number of points that can be obtained for this exam is 20. Each correct answer is worth 1 point. You need 13 points or more to pass the exam.

The time allowed for this exam is 45 minutes.

The real exam will consist of 40 questions in 90 minutes. If you obtain 26 points (65%) or more on the real exam you have passed.

Good luck!

Sample exam

1 / 20

A stakeholder has been invited to a workshop and the business analyst has asked her to take notes during the workshop, as she volunteered to do this during their last conversation.

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

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

2 / 20

A business analyst is planning a workshop to understand the 'as is' process for their project.

Which of the following steps should the business analyst include in this planning stage?

- 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

3 / 20

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)?

- 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

4 / 20

A business analyst has started working on a project where her stakeholders are all remote and geographically dispersed. She needs to ensure she starts to build relationships that will achieve her first objective of achieving consensus on the way forward for the project. Her first thought is to book calls with the stakeholders so she can begin to understand them and gain insights into their views.

Which of the following actions would help the business analyst to build rapport during these sessions?

- A) Avoid eye contact
- B) Avoid using the same phrases as the other person
- C) Interrupt when the other person is speaking
- D) Mirror the other person's actions on the screen

5 / 20

A project manager and a business analyst are working on a project to deliver a new software application for a veterinary practice. The project manager wants to progress the selection and implementation of the software application, while the business analyst has stated a preference for defining clear requirements before the software application is selected.

Which of the following approaches should the business analyst adopt to help overcome the conflict with the project manager?

- A)** Advise the project manager that selecting the software at this stage is inadvisable and request removal from the project
- B)** Agree with the project manager that the immediate action should be to select the software
- C)** Encourage the project manager to evaluate the software applications available while continuing to elicit the requirements
- D)** Request a meeting with the project manager to discuss interests and priorities regarding the project

6 / 20

A project to deliver a new mobile application has two stakeholders who constantly disagree about the proposed solution. The project needs consensus among all stakeholders to ensure the planned benefits can be achieved.

According to the Thomas Kilmann Conflict model, which of the following modes of conflict management should the business analyst recommend that the stakeholders adopt to resolve this situation?

- A)** Accommodating
- B)** Avoiding
- C)** Collaborating
- D)** Competing

7 / 20

Due to a role change, the business analyst on a website-redevelopment project has been introduced to a new stakeholder. The stakeholder's role is to represent the internal users of the new website as they are very concerned about how easy it is to use. However, the sponsor of the project has made it very clear that the timescale for delivering the new website has a higher priority than ease of use. This has led to the new stakeholder becoming frustrated with his inability to influence the project.

According to the Power/Interest grid, which of the following strategies should the business analyst employ with the new stakeholder?

- A)** Constant active management
- B)** Keep informed
- C)** Keep satisfied
- D)** Watch

8 / 20

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

- A) Actor
- B) Transformation
- C) Worldview
- D) Environment

9 / 20

A high-priority and impactful legislation change is underway at Money Bank Ltd. The business analyst working on the change project is aware that large fines may be levied if the organization fails to deliver the changes successfully. However, he is finding the powerful conflicting voices of some of the senior stakeholders difficult to manage.

Which of the following actions should the business analyst take to establish stakeholder salience and decide the level of attention to give each stakeholder?

- A) Analyze each stakeholder's level of interest in the change project
- B) Analyze each stakeholder's preferred conflict position
- C) Analyze each stakeholder's world view
- D) Analyze the power, legitimacy and urgency of each stakeholder

10 / 20

A digital media company has decided to change their office space from individual offices and partitioned desks into a more open plan, modern workspace.

Which of the following communication barriers is this strategy addressing?

- A) Environmental barriers
- B) Psychological barriers
- C) Physical barriers
- D) Semantic barriers

11 / 20

The sponsor of a project wants to come up with some options for a new flavor of crisps for Crispco Ltd, but has run into some challenges with the project stakeholders. She has identified a flavor that she thinks will be popular (chocolate and chili) and has told the new business analyst that the ideas raised by other members of the team are not workable. She has already talked to most of them individually and, while they have each tried to explain their ideas, they have been concerned that she has not been listening and has seemed more concerned with gaining their agreement about her flavor suggestion and ignoring any alternative ideas.

Which of the following **unhelpful** listening behaviors are being shown here by the sponsor?

- A) Being right and derailing
- B) Being right and filtering
- C) Filtering and mind reading
- D) Filtering and rehearsing

12 / 20

When planning a workshop with a new project team, the business analyst knows that some of the team have not yet met, so are unfamiliar with each other, and the ways of working.

What stage of Tuckman's group development model are this team at?

- A) Forming
- B) Storming
- C) Norming
- D) Performing

13 / 20

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 application. 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?

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

14 / 20

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?

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

15 / 20

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

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

16 / 20

The sponsor of a project to purchase a new customer management system is negotiating with the supplier of the system. He knows the supplier is a small organization and this sale could mean the continuation of the development of their platform. A failure to complete the sale would result in a need to reduce the size of the company and delay any development projects. However, the sponsor is concerned only with the need to purchase the software for the best price and has researched the data relating to alternative systems, and the prices charged, intensively.

Which of the following negotiation behaviors is the sponsor displaying?

- A) Compromising
- B) Distributive
- C) Hard ball
- D) Integrative

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A business analyst is working on a business case that will include the objectives of a project to replace an outdated paper-based solution for a membership application. She has had to work towards achieving an outcome that would be positive for all parties so would give the business case the best chance of approval. She is currently conducting collaborative discussions to understand the outcomes desired by the various parties.

Which of the following steps of principled negotiation is she currently working through?

- A) Criteria
- B) Interests
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Which of the following describes the purpose of forming a BATNA when negotiating?

- 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
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19 / 20

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

- A) Brand and reputation
- B) Customer preferences
- C) First impressions
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Which of the following statements is true in relation to the process for managing customer expectations?

- 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
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Evaluation

The table below shows the correct answers to the questions in this sample exam.

Question	Answer	Question	Answer
1	D	11	B
2	D	12	A
3	A	13	C
4	D	14	A
5	D	15	A
6	C	16	B
7	B	17	B
8	C	18	A
9	D	19	C
10	C	20	B



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