

Total Building Performance Certificate of Knowledge

Domain 3

Quiz Answers

The answer is highlighted in yellow.

1. Which of the following should you not do when listening to someone?
 - a. **Solve the speaker's problems as they are talking to you.**
 - b. Ask questions to understand the topic better.
 - c. Connect on an empathetic level with the speaker.
 - d. Encourage the speaker to feel understood after sharing their input.

2. What is decarbonization?
 - a. Converting to renewable energy to consume more energy
 - b. **Converting to renewable energy to reduce fossil fuel waste**
 - c. Eliminate all fossil fuel energy outputs right away
 - d. Taking unused fossil fuel use and selling it to another entity to use.

3. True or false? A communication plan is a standard outline that details how you, as the project manager, will only communicate with customers.
 - a. True
 - b. **False**