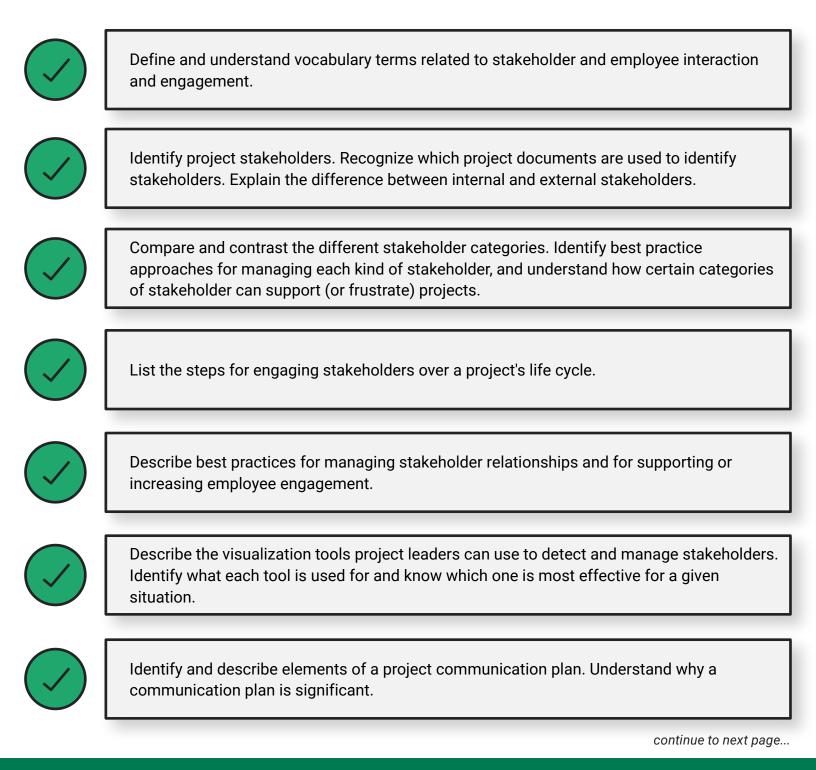
Readiness Checklist: Interaction and Engagement

Before you begin the assessment associated with this course, use the checklist below to ensure that you fully understand the course concepts and can complete the tasks associated with each one.





Calculate communication pathways, and differentiate between push, pull, and interactive communication.
Apply communication best practices for conveying information to stakeholders.
Explain how power, urgency, and legitimacy affect stakeholder status.
Consider customers as stakeholders, and describe what differentiates them from most other stakeholder groups.

