

Roll No.

Total No. of Pages : 02

Total No. of Questions : 15

MBA (2012 & Onward) (Sem.-3)
TRAINING AND DEVELOPMENT
Subject Code : MBA-962
Paper ID : [C1178]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

- 1. SECTION-A contains SIX questions carrying FIVE marks each and students has to attempt any FOUR questions.**
- 2. SECTIONS-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.**
- 3. SECTION-C is COMPULSORY and consist of ONE Case Study carrying EIGHT marks.**

SECTION-A

1. Give the Significance of Training.
2. What are the advantages of Management Development?
3. Differentiate between Growth and Development.
4. What do you mean by Vestibule training? Give examples.
5. “*Training needs identification*”. Explain.
6. What is the role of Development Programmes?

SECTION-B

UNIT-I

7. Define Training. Discuss the various methods of training.
8. Discuss the importance and objectives of T & D.

UNIT-II

9. Explain the role of external agencies in T & D.
10. Discuss the various types of development methods.

UNIT-III

11. Discuss the role and importance of team building exercises in an organisation.
12. Discuss the various approaches to Management Development.

UNIT-IV

13. Discuss the various models of training evaluation.
14. Explain the various emerging issues if training and development in India.

SECTION-C

15. Case Study :

Larry, a high school kid looking for a summer job, was hired as a cook at a nearby restaurant. Larry had no experience working in kitchens, but the supervisor who hired him, explained that it wasn't necessary, because they would train him. On Larry's first day, he was paired with a Senior Line Cook by the name of Tyler. Tyler wasn't especially thrilled with the idea of having to train a new guy on the busiest night of the week, and expressed his concerns to the manager. "You're our most senior employee, so that makes you the most qualified person to do the training." A frustrated Tyler didn't say much after that - and aside from giving Larry a nod of acknowledgement, his only words to him were "watch, and stay out of my way." By the time the main dinner rush hit, the entire kitchen line was bustling with activity and Tyler was doing his best to call orders, time out bills, and cook all at the same time. As more and more orders came in, the stress level in the kitchen had increased dramatically. It was at this point Tyler turned to Larry and barked, "I need you to run to the fridge and get me more hamburger meat!" Afraid to ask any questions, Larry quickly turned to look for the fridge, and as instructed, "ran" through the kitchen line to get more meat. A cook, unaware that Larry was coming through, turned to put up a dish, and collided with Larry. He never heard him coming.

Questions :

- a. If an employee is good at their job, does that automatically make them a good trainer, and why?
- b. When organizing a new employee's training plan, what factors should you consider when scheduling the shifts?