

Code: BA3T6H

II MBA-I Semester-Regular Examinations DECEMBER 2014

TRAINING AND DEVELOPMENT

Duration: 3 hours

Max. Marks: 70

SECTION-A

1. Answer any FIVE of the following: 5 x 2 = 10 M

- a) What is meant by training? Explain its process.
- b) Organizational analysis?
- c) What is in basket method?
- d) Explain briefly about simulation method.
- e) What is training evaluation?
- f) Cost benefit analysis.
- g) Online learning?
- h) Resistance to training.

SECTION – B

Answer the following: 5 x 10 = 50 M

2. a) What is training? Explain its objectives and significance.

OR

b) Distinguish between education, training and development?

3. a) What is assessment of training? Explain the process and different methods.

OR

b) How to design a training module? What factors we should take into consideration for effective module.

4. a) What are off the job training methods? Illustrate where these methods will fit.

OR

b) Describe the role of information technology in training and development.

5. a) Write short notes on the following

i) Kirkpatrick model

ii) CIRO model

OR

b) “Proper evaluation of training helps ROI more positive”
Discuss.

6. a) What are the principles of learning? Explain different theories of learning.

OR

b) Explain how technology has changed the learning environment.

SECTION – C

7. Case Study

1 x 10 = 10 M

Cisco systems of San Jose, California, helps people make connections in business, education, philosophy, or creativity. Cisco hardware, software, and service offerings are used to create the

internet solutions that make networks possible – providing easy access to information anywhere, at any time. Cisco’s account managers are the company’s frontline sales force. A need assessment found that account managers were concerned because learning content was not being delivered to them in a way that fit their work patterns or learning styles. Because account managers spend a lot of time traveling, they wanted to get on the internet, find what they needed, and get out again. They preferred not to sit in front of a personal computer for a long e-learning course.

As a result, Cisco is creating the Account Manager Learning Environment (AMLE). The AMLE is intended to be a development tool and performance support system based on four business objectives, increase sales, increase revenue, increase speed at which account managers become competent in a topic, and reduce travel and costs. Cisco’s goal in developing the AMLE is to create a learning environment that will motivate account managers to use it.

1. What new technology training methods would you recommend including in Cisco’s AMLE? Why?
2. Discuss the knowledge, skills, behavior, or competencies that your training methods would focus on.