**JAIPURIA INSTITUTE OF MANAGEMENT, INDORE**

**PGDM**

**FIFTH TRIMESTER (Batch 2020-22)**

**END TERM EXAMINATION, JAN-2022**

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| Course Name | Learning & Development | Course Code | HR504 |
| Max. Time | **2 hours** | Max. Marks | **40** |

**INSTRUCTIONS: All questions are compulsory.**

**Q1**. Below given data need to be collected:

Training objectives and learning outcomes, Data related to the overall cost of the training program (development, design, implementation etc), performance of the managers pre and post training session, 360 degree feedback. Kirckpatrick’s model would be the best to be used.

If the manager has not attended the training session- Yes, the answer would definitely be different. In this case the performance appraisal data need to be collected to understand the pre-training performance of the managers.

**Q2. a)**Learning outcomes: to be categorized into cognitive, skill based and affective categories.

**b)** Describing and categorizing of the training program according to the Kolb’s 4 learning categories i.e. diverging, converging, accommodating and assimilating and further forming a cycle using concrete learning, reflective observation, abstract conceptualization and active experimentation.

**Q3.** Learning principles to be incorporated: Retention, Participation, Relevance, Reinforcement, feedback, transference.

Methods to be used: Lectures, Role-plays, behaviour modeling, simulation, games

**Q4**. A)Direct Cost: outside/ inhouse instructor, travel expenses, material expenses, venue, refreshment

Indirect Cost: Clerical, participants, administration salary, Postage, Shipping costs

b) Time devoted to the coaching, Whether improved performance is result of employees’ extra efforts or coaching, willingness of managers to coach employees etc.