**JAIPURIA INSTITUTE OF MANAGEMENT, INDORE**

**PGDM**

**FIFTH TRIMESTER (Batch 2019-21)**

**END TERM EXAMINATION, JAN-2021**

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| Course Name | **Learning and Development** | Course Code | **HR502** |
| Max. Time | **2 hours** | Max. Marks | **40** |

**INSTRUCTIONS:**

1. All questions are compulsory
2. Answers copied from other sources will be treated as unfair means
3. Use the concepts studied in the class while writing answers.

**Questions.1 (Category 1) (Marks 10)**

1. Mr. Shyam looked concerned as he read the profiles of the participants going to attend the forthcoming training on Leadership. He realized that everyone will have different learning styles. How do you think Mr. Shyam can handle this challenge. Also explain the training methods he can use to make the training effective.
2. Mr. Girdhar was observing that lot of perceptual errors are being practiced while recruiting sales staff. He intends to train the staff on ‘Perception’. How can Bloom’s taxonomy be used in drafting learning outcomes of this training program. Also explain the training methods he can use to make the training effective.

**Questions.2 (Category 2) (Marks 10)**

1. Ms. Shruti looked disgusted as she found that the employees are reporting that they are being unnecessarily sent to irrelevant training. She looked up from the report and asked her subordinate, Ms. Shalini to ensure that this type of feedback should not come in future. What measures should Ms. Shalini take to handle this challenge. Discuss in detail the concept provided as solution by you.
2. Ms. Gayatri is in the process of developing annual training calendar for next year. She is finding problem in identifying topics for the calendar. If you were in Ms. Gayatri’s place how would you have handled this problem.

**Question 3 (Marks 10)**

1. Training effectiveness evaluation is critical for any organization. Discuss this statement.

If you were to take training on the topic which you just took in training demo session of your evaluation as a trainer. How would you measure the training effectiveness at four levels of Kirkpatrick’s model. Discuss each level in detail.

**Question 4 (Marks 10)**

1. This question has reference to the demo training you just gave. Mentioning the topic that you took the session on, discuss in detail how did you go about planning and executing the training session. Also highlight the challenges faced by you during execution and how will you overcome these challenges if you are asked to conduct the same program for the second time.

Additionally, discuss the factors you kept in mind while evaluating your peers.