

[This question paper contains 2 printed pages.]

Sr. No. of Question Paper : 1406

F-7

Your Roll No.....

Unique Paper Code : 1091507

Name of the Paper : Training Management and Development

Name of the Course : Bachelor of Management Studies (BMS)

Semester : V

Duration : 3 Hours

Maximum Marks : 75

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Attempt All questions.
3. Internal choice is given.

1. Blenda the quality head of Advanced Micro devices finds that the quality of the product is not what it should be and that many of the devices have to be brought back and reworked. She was worried about the increasing number of customer complaints and on investigation finds that the production staff are doing a shoddy job during the manufacturing process. Blenda immediately summoned Cherry, the training manager. "Its high time we should start doing a better job of training the workers." Both sat down to think about the problem and find solutions.

Questions :

(a) What are some of the factors that could be contributing to this problem ? (4)

(b) How can the training program be designed to address the problem ? (8)

P.T.O.

2. (a) You are the Training Manager in Candlewood Hotel. After repeated complaints from clients regarding the behaviour of the people manning the front desk, you have been assigned the task of improving attitudes of the front desk personnel in the hotel. Which methods do you think are useful in training in the above situation. (8)
- (b) What is the difference between coaching and mentoring ? (4)
3. Your company is launching a new Task Scheduling Software for everyone to make effective use of the time. Your president has asked you to identify the training needs of personnel with regard to the use of this software. If you were the training manager how would you do the need analysis to understand the training requirements of the employees who are to use the software ? Also suggest the methods that could be used for training the employees. (6+6=12)
4. What is the importance of Training Evaluation ? What type of outcomes can be measured during training evaluation ? (6+6=12)
5. What is Organizational Development ? How do power and politics impact organizational development efforts ? (4+8=12)
6. Write short notes on any three : (5×3=15)
- (a) Spiral model of training
 - (b) Tasks of the training function
 - (c) Structural Interventions
 - (d) Team training
 - (e) Action Research Model