

MASTER OF BUSINESS ADMINISTRATION (C.B.C.S.) (2016 COURSE)

M.B.A. Sem - III : WINTER- 2022

SUBJECT : TRAINING & DEVELOPMENT

Day : Thursday

Time : 10:00 AM-01:00 PM

Date : 22-12-2022

W-15422-2022

Max. Marks : 60

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**N.B.:**

- 1) Answer ANY THREE questions from Section I. Each question carries 10 Marks
  - 2) Answer ANY TWO questions from Section II. Each question carries 15 Marks.
  - 3) Answers to Both the sections to be written in SAME answer book.
  - 4) Draw a labeled diagram WHEREVER necessary.
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**SECTION - I**

Q.1) Answer the following: (10 Marks X 1 = 10 Marks)

Define the word Training and explain the difference between Training and Development.

Q.2) Answer the following: (10 Marks X 1 = 10 Marks)

Explain following techniques of enhancing decision making and interpersonal skills-

- a) Role Play
- b) Coaching

Q.3) Answer the following: (10 Marks X 1 = 10 Marks)

Discuss the process of training need analysis with suitable examples.

Q.4) Answer the following: (10 Marks X 1 = 10 Marks)

Explain the various steps involved in designing the training material.

Q.5) Write short notes on the following: Attempt ANY TWO (5 Marks X 2 = 10 Marks)

- a) Rationale of Training
- b) Position Rotation
- c) Competency Based Training
- d) Costing of Training

**SECTION - II**

Q.6) Answer the following: (15 Marks X 1 = 15 Marks)

A Pizza selling chain of outlets is planning a training program for its chefs and service department employees. What approach they should take to conduct training need analysis of these employees?

Q.7) Answer the following: (15 Marks X 1 = 15 Marks)

Design a two day training program for the medical representatives of an international pharmaceutical company. (Make suitable assumptions)

Q.8) Answer the following: (15 Marks X 1 = 15 Marks)

A four day training program was conducted for the employees of a bank for the newly introduced software system. What are the different aspects of the program which should be evaluated to check its effectiveness?

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