

# Madras University

## M.B.A Training and Development

### MBA (Distance Education) Human resource Elective Question paper

MAY 2010 P/ID 77532/PMES

TIME: THREE HOURS

MAXIMUM: 100MARKS

#### PART A- (5X6 = 30 MARKS)

ANSWER ANY 5 QUESTIONS

1. What are the principles of learning?
2. How do you identify the training needs of an organisation?
3. How coaching is different from training?
4. What is On- the job training?
5. What are functions of training departments?
6. What is lecture method?
7. When is note taking useful?
8. What is games and simulations?

#### PART B- (5X10 = 50 MARKS)

ANSWER ANY 5 QUESTIONS

9. How do you determine training objectives? Explain the planning process of training.
10. Explain how experimental learning differs from classroom lecture and discussion learning.
11. Explain the process of organizing a conference.

12. Describe the qualities of effective trainers.
13. Explain the various inputs required for a training and development.
14. Explain the relative merits and demerits of case method.
15. Discuss the pros and cons of role play and programmed instruction techniques of training.
16. Discuss the government policies on training programmes in India.

**PART C- (1X20 = 20 MARKS)**

Compulsory

17. Suppose you are going to design a training programme for newly hired first-lined sales managers. Results from the needs assessments indicate that they will need training on company policies and procedures, handling customer complaints and motivating sales personnel. What learning principles will you build in to the programme? What training methods would you choose? Explain your choices.