

D 124946**(Pages : 2)****Name.....****Reg. No.....****FOURTH SEMESTER M.B.A. (2016 SCHEME) DEGREE EXAMINATION
JULY 2025****MBA(CUCSS)****BUS4EH05—MANAGEMENT OF TRAINING AND DEVELOPMENT****Time : Three Hours****Maximum : 36 Weightage****Part A**

*Write short notes on **all** the question..
Each question carries 1 weightage.*

1. Define development.
2. What is person analysis ?
3. What is course content ?
4. What is strategic training ?
5. What is simulation ?
6. What is training for creativity ?

(6 × 1 = 6 weightage)**Part B**

*Answer any **four** questions.
Each question carries 3 weightage.*

7. What are the advantages of Management Development ?
8. What do you mean by Vestibule training ? Give examples.
9. What are the Dos and Don'ts while evolving training programme ?
10. Elaborate on cost benefit analysis and the role of trainer in evaluation.
11. Explain the activities involved in implementing training programme.
12. What is training evaluation ? And describe the purpose of evaluation.

(4 × 3 = 12 weightage)**Turn over**

Part C

*Answer any **three** questions.*

Each question carries 4 weightage.

13. Differentiate between training and development. Explain the training and development process in detail.
14. Critically analyse the Kirk Patricks model for evaluating training programmes effectiveness.
15. Discuss the training and development methods.
16. Compare the relative merits of developing training and development programme in house verses outside sources.
17. What do you mean by training for change ? Discuss the resistance in training.

(3 × 4 = 12 weightage)

Part D

Compulsory question.

The question carries 6 weightage.

18. Case :

Larry, a high school kid looking for a summer job, was hired as a cook at a nearby restaurant. Larry had no experience working in kitchens, but the supervisor who hired him, explained that it wasn't necessary, because they would train him. On Larry's first day, he was paired with a Senior Line Cook by the name of Tyler. Tyler wasn't especially thrilled with the idea of having to train a new guy on the busiest night of the week, and expressed his concerns to the manager. "You're our most senior employee, so that makes you the most qualified person to do the training." A frustrated Tyler didn't say much after that - and aside from giving Larry a nod of acknowledgement, his only words to him were "watch, and stay out of my way." By the time the main dinner rush hit, the entire kitchen line was bustling with activity and Tyler was doing his best to call orders, time out bills, and cook all at the same time. As more and more orders came in, the stress level in the kitchen had increased dramatically. It was at this point Tyler turned to Larry and barked, "I need you to run to the fridge and get me more hamburger meat !" Afraid to ask any questions, Larry quickly turned to look for the fridge, and as instructed, "ran" through the kitchen line to get more meat. A cook, unaware that Larry was coming through, turned to put up a dish, and collided with Larry. He never heard him coming.

Questions :

- (a) If an employee is good at their job, does that automatically make them a good trainer, and why ?
- (b) When organizing a new employee's training plan, what factors should you consider when scheduling the shifts ?

(1 × 6 = 6 weightage)