

VPM's
DR VN BRIMS, Thane
Programme: MMS (2017-19) (HR)
Third Semester Examination October 2018

Subject	TRAINING & DEVELOPMENT		
Roll No.		Marks	60 Marks
Total No. of Questions	7	Duration	3 Hours
Total No. of printed pages	1	Date	30.10.2018

Q1) 20 Marks (Compulsory)

A new full service airline is being launched to cater to the premium business traveller. You have been hired as Human Resources Manager. Please prepare the complete training plan.

Attempt Any FOUR from the Remaining SIX Questions

Q2) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) *What are the advantages of conducting a TNA (TRAINING NEEDS ASSESSMENT)?*
- b) *Mention the elements of a successful training process*
- c) *A luxury bus service has lost market share. The TNA mentions need for training the ticketing agents, bus driver and bus conductor. Mention in brief the contents of the training program*

Q3) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) *What is e-training?*
- b) *Explain all about use of simulators for training*
- c) *Please mention the components of TNA*

Q4) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) *Please give an example of exceptional situations where training is conducted without doing a TNA*
- b) *What are the disadvantages of e-training process?*
- c) *Mention the various possible layouts of training room*

Q5) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) *What aspects should the coach keep in mind while coaching a sales officer in FMCG industry*
- b) *Explain process of mentoring in detail*
- c) *What are the advantages of e-training*

Q6) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks.

- a) *What is meant by Transfer of Training*
- b) *How will you ensure effectiveness of SIMULATOR as a training method*
- c) *How will you ensure effectiveness of STRAIGHT LECTURE method*

Q7) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) *Explain the concept of PERFORMANCE GAPS*
- b) *What is e-training?*
- c) *For a refrigerator company wanting to train its technicians on an all-India basis, please mention the elements of the Training budget*