

MMS - III (HR)  
**TD 03**

29-10-2009

Roll No.

Total No. of Printed Pages: 2

Total No. of Questions: 7

Maximum Marks: 60

Duration (hrs): 3 hrs

Note:-

- a) Answer any six out of the following seven questions  
b) Each question carries 10 marks

1. You are the HR manager of an IT company. Design an outward bound training program for your Project Leaders whose stress level is very high.
2. Explain in detail the difference between Pedagogy and Andragogy.
3. Write a short note on : Train the Trainer
4. What are the various methods of training?
5. Write a detailed note on : Training Need Analysis (TNA)
6. Discuss in detail 'Management Training: The Vikram & Vetal Method'
7. Read the given case study and answer the questions given below.

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*case***Learning Aids at IBL Bangalore**

Institute for Business Leadership (IBL) is a new generation organization, which is specialised in conducting customised training programmes to meet the learning needs of the corporate world. It has the core competence to conduct soft skills training as well as technical training. IBL had a turnover of Rs. 120 crores during the previous year. It has got 26 core faculty members, all of whom are doctorates. Guest faculty from industries are also invited to IBL to facilitate learning. The organization has got a 5-acre campus in Bangalore which can accommodate about 400 trainees at any point of time.

IBL encourages its faculty members to use appropriate learning aids for helping the trainees learn effectively. All the classrooms are provided with LCD projectors, computers, white boards and markers. The company feels proud of its accomplishments in the area of training and development. In a recent training programme a resource person by name Dr. Namura from Michigan University was invited to facilitate a half day session for CEOs. The cost of bringing Dr. Namura all the way from Michigan was about Rs. 400,000.

Dr. Namura, before beginning his session, asked the programme coordinator Dr. Krishna to provide him an overhead projector and flip charts to facilitate classroom learning. But Dr. Krishna said "we have sophisticated learning aids like LCD projectors and therefore OHPs and flip charts have been discarded long ago". Dr. Namura was upset. Krishna was of the view that, had Namura informed in advance about learning aids he wanted to use we could have got it hired from other agencies, but it is not possible now at short notice since IBL is 40 kilometres away from city. Finally, Namura conducted his four-hour session only through the lecture method in the post-lunch session. At the end of the session the feedback ratings of trainees placed Dr. Namura at 1.8 on a scale of 1 to 5. Namura said at the end of the programme that he would never come to IBL in future. On the other hand, trainees said that they were not at all happy with the monotonous lectures delivered by Dr. Namura.

**Questions**

1. Where did the things go wrong and what could have been done to prevent the crisis?
2. Who should decide the suitability of a learning aid? The Learners, the trainer or the organizers? Identify criteria to determine the type of learning aids to be used in given training programme.