

Roll No. Training & Development

Total No. of Printed Pages: 2

Total No. of Questions: 7

Maximum Marks: 60

Duration (hrs): 3 hrs

Note:-

- a) Answer any four out of the given five questions from Section I
- b) Section II is compulsory
- c) Each question carries 10 marks

Section I

- 1. What is the difference between Pedagogy and Andragogy? 10
- 2. Explain in detail Pavlov's theory of classical conditioning. 10
- 3. Discuss in detail the benefits of training. 10
- 4. What are the various methods of training? 10
- 5. Write a short note on : e-learning 10

Section II

➤ Read the following case study and answer the questions given below:

Pranav Naik began his career as a primary school teacher and moved to high school after completing his B.Ed qualification. He then pursued M.A. in psychology and enrolled for doctorate in organizational development. This month there was an advertisement for the post of trainer in one for the Fortune 500 companies. Dr.Pranav applied for the said post and he was selected by the company. He accepted the offer of employment and reported for duty. The principal of the training college asked the newly appointed trainer to identify his training needs since he has taken up training assignment for the first time.

Pranav confidently informed the Principal that he possessed 15 years of teaching and facilitation experience with primary and secondary schools of repute. Thus, Pranav was of the view that sending him to undergo training programme which was meant for newly hired trainers was simply a waste of monetary resources by the company and waste of time for him. Believing in what Pranav said, the principal sent him to handle a couple of training sessions in the training college. An anonymous feedback was sought from all the participants at the end of each session.

When the feedback data was analysed it was found that out of 108 respondents, 104 had stated that "Mr. Pranav does not know how to teach employees. He thinks himself to be a learned person. He speaks a lot and listens very little. The lectures he delivers are boring. He creates a threatening atmosphere in the classroom. He has utter disregard for others' perspectives. He should be terminated at the earliest."

1. What went wrong with the skills of Dr.Pranav? Why was he not accepted by the trainees? Identify any five possible reasons for his rejection. 10
2. How different are the facilitation skills required for a trainer? Identify any five characteristics of a successful facilitator. 10