

MBA (FT) Degree IV Semester End Semester Examination- June, 2022
20-371-0447: Management Training and Development
(Regular)

Time: 3 Hours

Max. Marks: 50

PART A

(Answer ALL questions. Each question carries 2 marks)

1. Difference between Evaluation and Validation.
2. What is personality and what is character?
3. What is Transactional Analysis (TA)?
4. What is an "open system"?
5. List few types of Training and Development Programmes.

(5X2=10)

PART B

(Answer ANY FIVE Questions. Each question carries 4 marks)

6. What is ADDIE Model?
7. Explain Kolb's Learning Cycle.
8. What are the differences between Training and Teaching?
9. Why do 'surveys' in an Organization?
10. Discuss the TNA process.
11. How does Training benefit an Organization?
12. Elaborate on the steps for Training.

(5X4=20)

PART C

(Answer ANY TWO questions. Each question carries 10 marks)

13. Discuss the need and importance of Management Development.
14. Define Training, Learning and Education. Are the above similar? Discuss in detail.

15. Read the case-study below and answer the questions given:

Gopalakrishna, President of Small Industrialists' Association (SIA) is also a Chairman of a ten-member Committee at Bangalore considering nurturing employee participation in management (keeping emerging and increasing knowledge workers) with a new approach. The Committee consists of representatives of management and employees from small-scale industries. So far three rounds of discussion have occurred without any fruitful outcomes. However, Gopalakrishna is exhibiting patience and confidence to come out with some creative schemes. He has felt the need for training the members of the Committee due to the following incidents:

Meetings and deliberations frequently become emotional. To freeze the situation at a time, Gopalakrishna tactfully uses humour.

On some other occasion he also exhibits anger and aggressiveness to focus the attention of members on the subject. Both have failed to control the members' emotional discussion. Two members in the Committee are from management group who have proved ineffective in their respective companies and are confusing other members and causing heated discussion.

Gopalakrishna has noticed that all the members lack in one or the other skills necessary in conducting themselves in meetings.

You are consulted to design a training programme to impart necessary skills.

Questions:

- a) What primary investigation would you prefer to undertake before starting your training programme?
- b) Which skills are important for conducting meaningful and purpose-oriented meeting?
- c) Do you feel transactional analysis training could solve the problem?
- d) Provide your training design.

(2x10=20)
