

K.J. Somaiya Institute of Management Studies & Research

MHRDM – III Sem.(2017-20 Batch)

**Subject: Learning and Development**

Date of Exam: 23/11/2018

Time: 3 Hrs.

Marks: 50

**Instructions:**

**For each question do not exceed 3 sides of your exam writing papers.**

**Answer any 5 out of 8 Questions**

1. The training design process is based on the principle of Instructional Design System. Justify the answer keeping in mind the ADDIE model. (10 marks)
2. You are conducting the task analysis for the role of stores manager for Anita Dongre chain of stores. What steps will you follow? Create a sample task statement questionnaire. Which sources will you make use of to conduct a task analysis? (10 marks)
3. Write short notes on: (10 marks)
  - a. Learning Organizations
  - b. Social learning Theory
4. As a training manager, you want to ensure that your first-time managers (newly promoted batch) derive maximum benefits from the training initiative. What training infrastructure, trainer and trainee elements will you consider for designing effective training initiative? (10 marks)
5. Who are the key stakeholders that can playing a crucial role in transfer of training? Mention the key actions that each can take to ensure effective transfer of learning. (10 marks)

6. Answer the following

A. Return on investment is an important matrix for evaluation training effectiveness. Do you agree? (5 marks)

B. Explain the Kirkpatrick model of training evaluation (5 marks)

7. Select at least 5 appropriate training methods for front desk executives of J W Marriot Hotels. The training should be aimed at Guest management, Basic Billing processes and Cross-Cultural Training. You aim to cover approximately 450 employees across 28 properties in Maharashtra, Goa and Gujrat. Justify your choice (10 marks)

8. Explain various employee development options that organizations can consider for long term talent management skills building (10 marks)

\*\*\*\*\*