



**JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA**

**PGDM / PGDM (M) / PGDM (SM)**

**V TRIMESTER (Batch 2023-25)**

**END TERM EXAMINATION, JANUARY 2025**

**MAIN EXAM**

<b>Course Name</b>	<b>Learning and Development</b>	<b>Course Code</b>	<b>20329</b>
<b>Max. Time</b>	<b>2 Hrs</b>	<b>Max. Marks</b>	<b>40</b>

Instructions: *Attempt all questions*

**PART – A (30 Marks)**

- Q1. You are asked to deliver a two-day workshop for managers on effective feedback skills. It is focused primarily on performance reviews. Approximately 100 managers need to be trained. Explain what the content of the training would entail, the methods you would use, and the instructional media and equipment you would want and why. Also, what type of room setup and the number of sessions you would need and why? (10 Marks)
- Q2. Discuss the Kirkpatrick model for evaluating training. If you are the training manager, what criteria would you adopt for organizing a training programme for your own company (10 Marks)?
- Q3. What are the factors which affect the choice of training methods? How can you overcome the dysfunctional behavior of trainees in training session? Explain with the help of relevant examples. (10 Marks)

**PART – B (10 Marks)**

**Case Analysis**

Shyama has been employed for six months in the accounts section of Kaveri Ltd., a manufacturing company in Hyderabad. You have been her supervisor for the past three months. Recently you have been asked by the management to find out the contributions of each employee in the Accounts Section and monitor carefully whether they are meeting the standards set by you. A few days back you completed your formal investigation and apart from Shyama all seem to be meeting the targets set by you. Along with numerous errors, Shyama's work is characterized by low performance often she does 20% less than the other clerks in the department. As you investigate Shyama's performance review sheets again, you begin to wonder whether some sort of remedial training is needed for people like her.

- Q4. If you find Shyama has been inadequately trained, how do you go about introducing a training programme? (10 Marks)

*Best Wishes*