



Roll No.....

Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) –201306
POST GRADUATE DIPLOMA IN MANAGEMENT (2024-25)
END TERM EXAMINATION (TERM -IV)

Subject Name: Learning and Development

Time: **02.00 hrs**

Sub. Code: **PGH41**

Max Marks: **40**

Note: All questions are compulsory. Section A carries 5 marks: 5 questions of 1 marks each, Section B carries 21 marks having 3 questions (with internal choice question in each) of 7 marks each and Section C carries 14 marks one Case Study having 2 questions of 7 marks each.

SECTION - A (CO1)

Attempt all questions. All questions are compulsory.

1×5 = 5 Marks

Q. 1: (A). Differentiate between Training and Development

Q. 1: (B). Mention the types of On-the-Job Training Methods.

Q. 1: (C). Explain the importance of training aids in training activities.

Q. 1: (D). What do you see as advantages and disadvantages to each type of training method?

Q. 1: (E). Write three learning objectives you think would be necessary when developing orientation training for newly admitted management students.

(Entire Sec A to be assigned one CO)

SECTION – B

All questions are compulsory (Each question have an internal choice. Attempt any one (either A or B) from the internal choice)

7 x 3 = 21 Marks

Q. 2: (A) TechSolve Inc., is facing significant challenges due to rapid technological advancements and an increase in customer demand for innovative solutions. Several team leaders have reported that their employees are struggling to keep up with the evolving technology and meeting performance targets. The company's senior management ask you to identify the training needs.

What is Training Need Analysis? Mention its significance and discuss steps involved.

(CO2)

Or

Q. 2:(B). How would you structure the training program to effectively engage participants? Consider various training methods and explain how you would integrate them to ensure a balance between theory and practical application.

Q. 3:(A). In case you plan to implement a mentoring program in your team or organization, “fuzzy objectives will lead to fuzzy results”. Do you agree with the statement. Justify your answer by designing an effective mentoring program.

Or

Q. 3: (B). Priya, an HR executive has been working with her team for over two years. Recently, her new manager, has started making uncomfortable remarks about her appearance in front of colleagues during meetings. Priya feels uneasy, but she is unsure if this behavior qualifies as harassment. If you were in Priya's situation, what steps would you take under the company's POSH policy? Design an effective training program for sensitivity training.

Q. 4: (A). What are the issues expats face while on foreign assignments. As a HR manager what special training program you will suggest to overseas employees(CO4)

Or

Q. 4: (B). What effective roles can training institutions play to support change produced by training in different organisations.

SECTION - C

Read the case and answer the questions

7×02 = 14 Marks

Q. 5: Case Study: (CO2)

Imagine you are the HR manager of a mid-sized company that has recently invested in a leadership development program for 50 of its managers. The training program cost the company \$100,000, which includes training materials, facilitators, and venue costs.

After six months, the company has seen an overall increase in team productivity, which translates into an additional revenue of \$200,000, as well as a reduction in employee turnover. Prior to the training, the average employee turnover rate was 12%, but post-training, it has dropped to 8%, resulting in an annual savings of \$50,000 from lower recruitment and onboarding costs.

Using this information:

Questions:

Q. 5: (A). Calculate the **ROI** (Return on Investment) of the leadership training program.

Q. 5: (B) Explain how ROI analysis can be beneficial for making future decisions regarding employee

(Entire Sec C to be assigned one CO. Both questions corresponding to the same CO)

Mapping of Questions with Course Learning Outcome

Question Number	COs	Bloom's taxonomy level	Marks Allocated
Q. 1:	CO-1	L-1 L-2	5 marks
Q. 2:	CO-2	L-3	7 marks
Q. 3:	CO-3	L-4 L-5	14marks
Q. 4:	CO-4	L-4	7 marks
Q. 5:	CO-2	L-1 L-2	7 marks