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Third Semester MBA Degree Examination, June/July 2017
Learning and Development

Time: 3 hrs.

Max. Marks: 100

SECTION - A

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Who are SME's? What do they do? (03 Marks)
- 2 A training outcomes are said appropriate on what criterion's? (03 Marks)
- 3 What is simulation? (03 Marks)
- 4 Define management development. (03 Marks)
- 5 Enumerate 3 aspects of career motivation. (03 Marks)
- 6 Define learning. (03 Marks)
- 7 Differentiate between andragogy and pedagogy. (03 Marks)

SECTION - B

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Enumerate forces influencing working and learning. (07 Marks)
- 2 Critically examine pro's and con's of different need assessment techniques. (07 Marks)
- 3 Discuss briefly practical circumstances that the trainer needs to consider in selecting an evaluation design. (07 Marks)
- 4 Briefly mention development planning process and respective employee and company responsibilities. (07 Marks)
- 5 Classify learned capabilities. (07 Marks)
- 6 Bring out different work environment characteristics influencing transfer of training. (07 Marks)
- 7 Discuss reasons for evaluating training. (07 Marks)

SECTION - C

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Elucidate on special challenges in career management. (10 Marks)
- 2 Exemplify framework for classifying training outcomes developed by Kirkpatrick. (10 Marks)
- 3 Explain different considerations in designing effective training programs. (10 Marks)

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg, 42+8 = 50, will be treated as malpractice.



- 4 Choose and narrate most prominent theories on how people learn. (10 Marks)
- 5 Enumerate and elucidate technologies for training support and administration. (10 Marks)
- 6 Discuss in detail presentation methods and hands on methods. (10 Marks)
- 7 Discuss in detail approaches to employee development. (10 Marks)

SECTION - D
CASE STUDY – [Compulsory]

Cisco system Account Managers Are Too Busy for Training

Cisco systems of Sanjose, California helps people make connections in business, education, philanthropy or creativity, Cisco hardware, software, and service offerings are used to create the internet solutions that make networks possible providing easy access to information anywhere, at anytime, Cisco's Account Managers are the company's frontline sales force A needs assessment found that account managers were concerned because learning content was not being delivered to them in a way that fit their work patterns or learning styles, because account managers spend a lot of time traveling, they wanted to get on the internet. Find what they needed and get out again, they preferred not to sit in front of a personal computer for a long e-learning course.

As a result Cisco is creating the Account Manager Learning Environment (AMLE). The AMLE is intended to be a development tool and performance support system based on four business objectives increase sales increase revenue, increase speed at which account managers become competent in a topic and reduce travel and costs, Cisco's goal in developing the AMLE is to create a learning environment that will motivate account managers to use it.

Questions:

- 1 What different technology based training methods do you recommend for Cisco's employees? (05 Marks)
- 2 How do you develop an effective online learning in the given situation for Cisco's employee's? (05 Marks)
- 3 What knowledge, skill and behavior, your recommended training methods focus? (05 Marks)
- 4 What characteristics of e-learning if considered holds good for Cisco's employees in providing training? (05 Marks)

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