

Plot No. 2, Knowledge Park-III, Greater Noida (U.P.)–201306

POST GRADUATE DIPLOMA IN MANAGEMENT (2020-22)
MID TERM EXAMINATIONS (TERM -IV)
Academic Session- 2021-22

Subject Name : **Learning & Development**

Time: 01.30 hrs

Sub. Code: **PGH-02**

Max Marks: 20

Note:

- 1. Writing anything except Roll Number on question paper will be deemed as an act of indulging in unfair means and action shall be taken as per rules.**
- 2. All questions are compulsory in Section A, B & C. Section A carries 1 Case Study of 8 marks. Section B carries 3 questions of 2 marks each and Section C carries 2 questions of 3 marks each.**

SECTION– A**04+04 = 08 Marks**

Q. 1: Case Study:

Dr. Reddy's Laboratory, the pharmaceutical major with presence in the entire pharma value chain has its joint venture operations in china. To run its manufacturing and marketing operations the company had hired a workforce consisting Chinese, Taiwanese and a few Indians.

A need was felt by the head of operations in China to carry out a specific competence development program when they had a discussion, they had clarity on what the focus of the program would be, and what would be the profile of participants. Therefore, they decided to have the program focussing on manager's role in team developments. Goal setting, performance review & team communication. However two important issues had to be discussed ... who should facilitate and what the communication medium would be.

They had the option of getting one of the professors in China. The upside in this option was that they need not to worry about anything other than the final electively of the program. The downside was that the Chinese facilitator would not know the policies & process. Their second choice was to have an internal facilitator.

The Facilitator from India Raj Kumar

Once they decided that he would act as facilitator, there was an associated issue. What would be the language medium? While some of their Chinese workforce comprehend English. Their entire courseware was in English. They decided finally to get the courseware translated into Chinese and also use the services of an interpreter during the program. One critical decision was to request their HR manager in China, Mr. Justina Ho, to act as an interpreter. They conducted the program successfully.

Questions:

- Q1. Many of the steps in the process of program design were missing Discuss ? (04 marks)
- Q2. Compare the role of translator and interpreter during the training programme? (04 marks)

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SECTION– B

02×03 = 06 Marks

- Q1. Differentiate “Training” and “Development” with some suitable examples? (02 marks)
 Q2. Critically examine the Classical conditioning theory of learning? (02 marks)
 Q3. Differentiate “Skill” and “Competency” with some suitable examples? (02 marks)

SECTION– C

03×02 = 06 Marks

- Q1. How will you identify the training needs of PGDM students of GLBIMR? (03 marks)
 Q2. “Offline trainings are more effective than online trainings” Comment (03 marks)

Mapping of Questions with Course Learning Outcome

COs	Question Number(s)	Total Marks Allocated to the CO
CO1	1,2,3 (Part B) 6 marks	
CO2	1,2 (Case study) 8 marks, 1&2 (Section C) 6 marks	
CO3		
CO4		
CO5		