

MAY 2013

**P/ID 37532/PBES**

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Time : Three hours

Maximum : 80 marks

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Distinguish between training and education.
2. Explain the significance of trainer's role.
3. Explain the various methods of individual training need analysis.
4. What are the factors to be kept in mind while designing a training program?
5. Explain the advantages and disadvantages of lecture method.
6. Explain the features of case method.
7. Write a note on management games.
8. Explain the various methods of evaluation of training.

PART B — (4 × 10 = 40 marks)

Answer any FOUR questions.

All questions carry equal marks.

9. Describe various on-the-job methods used for training.
10. Discuss the steps involved in learning process.
11. Explain the features of role play method.
12. Describe the advantages and disadvantages of conference method.
13. Explain the benefits of training to organisations.
14. Explain the need for evaluation of training. What are the principles of evaluation?

PART C — (1 × 15 = 15 marks)

Case study

(Compulsory)

15. Suppose that you are going to design a training programme for newly hired first-line sales managers. Results from the needs assessment indicate that they will need training on company policies and procedures, handling customer complaints, and motivating sales personnel.

- (a) What learning principles will you build into the programme?
  - (b) What training methods would you choose? Explain your choices.
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