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**BA3201**

**TRAINING AND DEVELOPMENT**

**05 QUIZ 1**

**HUMAN RESOURCES MANAGEMENT**

**Instructions: Propose a solution for each problem in no more than five (5) sentences.**

**Note: Answers may vary.**

**1. Analysis**

**Dennis is the newly hired HR manager of Finest Company, an advertising company that has existed for 20 years now and has garnered many awards locally. When the company was just starting, employees had the greatest ideas and seemed very passionate about their jobs. But as technology began to emerge in the industry, some pioneer employees found it hard to catch up with new trends. As the company still holds on to its former glory, they still believe in their people and neither hire additional employees nor add equipment to save on expenses. If you are Dennis, what would you do to bring back Finest Company to the limelight again?**

**Answer:**

If I were Dennis, to bring back the company to the limelight, I would implement at least four steps, as a solution to the employees on catching up with new trends. First, I would conduct a seminar with the goal to help the employees cross the bridge — to get them comfortable with the new technology needed in the company, to get them using it, and to help them understand how it makes their work better and easier. Second, unless the complicated technology is the most efficient and productive, I would propose to the board of directors to choose the technology that is critical yet user-friendly, one that has undergone comparative pilots, proving that such technology is not onerous or intricate for use. Third, I would demonstrate the new technology offers economic and rational benefits for the organization and the individual, as it improves productivity and reduces workload for the employees. Finally, I would grant rewards to the employees who choose to adapt the new technology in a way that employees accumulate points, gain financial incentives, get recognition or achieve new levels of “status” so as to encourage other employees to adapt to the same development.

## 2. Design

**As a Consultant under a Training Provider Company, Micah received a call confirming a seminar-workshop for artists worldwide. Being one of the most prestigious clients they have for this year, Micah wanted the event to be a blast. The following were the requirements: Both physical and online training should be provided at the same time; all participants will be given art materials to use during the seminar/workshop; and the entrance fee is about P500. All other things were freely planned by her. As she designs the training program, what other things should she consider?**

### **Answer:**

If I were Micah, I would consider applying Design Thinking which is a non-linear iterative process of finding the most human-centric solution for any kind of query or problem. It works by evaluating and understanding the needs of the stakeholders and finally answering those needs. Aside from designing the program, Micah should, under the principle of Design Thinking, should also consider finding world-class, competitive and award-winning resource artist-speakers, having in mind that the seminar-workshop will be attended by artists worldwide. Also, Micah should consider assigning respective heads and members for different committees such as registration, finance, steering, publication, marketing, sponsorship, technology, accommodation, among others. The consideration of the speaker and composing committees exemplify Thinking Design where the solution to a problem is human-centric.

## 3. Development

**Upon developing the training program that was created by a resigned employee, Andy, the new Training Staff, was tasked to continue the former employee's work. Upon reviewing the next training that will be conducted two (2) months from now, he found out that the former employee suggested three (3) methods of training but forgot to mention which method she used. The training to be held is about wellness, and the three (3) methods mentioned were seminar, Zumba, and workshop. If the audience of the training ranges from all ages, what would you choose to execute the training program? Why?**

### **Answer:**

I would choose to execute workshop, not seminar and Zumba, considering that the wellness training is to be participated by people from different ages. The purpose of seminars is

information through discussing a stated topic which is only suitable for older people, while Zumba is a fitness program that combines music with dance moves, which purpose is execution and suitable for relatively young to middle-aged participants. For me, developing a workshop is best for a wellness training which aims both to educate through theories and application. This is proven in a study conducted by Andries de Grip in 2019 which found that a workshop is effective for attendees from all ages due to its combination of both lectures from experts coupled with extensive execution and enactment from the lecture afterwards with peers attending the same workshop. Grip's study results confirm the expectation that workshop attendance is important in acquiring state-of-the art knowledge on external developments as a dominant source of competitive advantage for the organization.

#### **4. Implementation**

**As Daniel leads the team prepare for training in a remote resort in Batangas, he noticed that on the same day, there will be a large typhoon coming and will pass through the resort. However, the delegates are already in the resort, and the meeting starts in 2 hours. If you are Daniel, what are the things you will do to ensure that the 2-day training will prosper while ensuring the safety of the people and the success of the training?**

**Answer:**

If I were Daniel, I will implement the following to ensure that the 2-day training will prosper despite the typhoon, while ensuring safety to all participants. First, I will require everyone to stay at the highest level of the building in the resort where the training shall be conducted to ensure the safety of everyone in case of flood or rising of water brought by the typhoon. Second, no one shall be allowed to leave the building as everyone is compelled to stay indoors to join the training and to ensure strict implementation, guards shall be assigned at the entrance and exit doors so no one could escape. Third, I will discuss and explain the importance of implementing the above rules because the overall effectiveness of workplace safety and security measures will depend on an organization's ability to effectively communicate safety and security goals and objectives. Finally, because the training starts in two hours, while there is still electricity and signal before the training formally starts, I will communicate with the Disaster and Risk Reduction Management in Batangas, informing said management of the number of people present, the location of the resort, and the importance of possible rescue when things got out of hand due to the typhoon passing the resort.

## 5. Evaluation

**The HR Manager in Excellent Corporation conducted training last week on ways and tips on how to increase productivity at work, and everyone got inspired. Three (3) months after the training, there has been a large rate of turnover, and employees returned to their old habits, thinking that even if they did great today, nothing good would ever happen to them. Upon evaluating the training, what do you think is the problem, and what would you recommend?**

**Answer:**

If I were the HR manager, in my opinion the problem is motivation among the employees which may be effectively remedied by a regular conduct of evaluation of progress, and an implementation of penalty and reward. First, a regular evaluation of progress, such as monthly or bi-monthly evaluation, as to the actions leading to productivity must be conducted to consistently inspire everyone to continue their good practice. One of the clearest benefits of regular evaluation is the opportunity to improve the overall performance in the workplace, and to areas that need attention. Second, implementation of effective penalty or punishment to those who fail in the evaluation so as to discourage a certain unwanted behavior of non-consistency or non-performance of actions leading to productivity. Third, implementing recognition or reward to those who succeed in the evaluation encourages good behavior from everyone to be consistent, motivates employees to be persistent, and makes the employees feel valued at work.