**HN2150 – Training and Development**

**Exam Preview**

**Test 1 – Covering Chapters 1-6**

**Scheduled for Friday, October 21**

**This test will consist of two parts:**

**Part 1 – 25 Multiple Choice Questions valued at 2% each**

**Part 2 – Complete any 5 of 6 short answer Questions @ 10% each**

* Describe and discuss the Training Process Model
* Discuss the key trends in training
* Discuss what is meant by each of the KSA’s
* Discuss what is meant by competencies
* Discuss how Strategic planning, Unit objectives, and employee objectives interact with the environment.
* Discuss how Organizational Development activities are influenced by Strategic Planning.
* Discuss the alternative approaches to organizational training.
* Demonstrate how Motivation, KSA’a and the Environment can affect performance.
* Describe and discuss Maslow’s Hierarchy of Needs and discus how it can be used to explain how people can be motivated.
* Discuss Reinforcement Theory
* Discuss what is meant by Learning
* Describe the premise of Social Learning theory
* Discuss the key elements of learning process design
* Discuss the factors that can affect one’s resistance to learning
* Describe the purpose of a learning needs analysis
* Describe what is meant by a performance gap
* Describe the basic steps in conducting a needs analysis
* Describe and Discuss the three levels of analysis: Organizational, Operational, People when conducting a needs analysis
* Levels of assessment/analysis for a Training Needs Analysis
* Methods used to complete a Needs analysis
* Essential components of Learning objectives
* Traditional training methods – Types best practices, strengths and weaknesses