**Employee Development and Talent Management**

**September 2021 Examination**

**1. As a Chief People Officer, you want to develop a robust talent management practice for your company. Explain the process of Talent management and steps that you will follow. Why do organizations require systematic Talent management practices? (10 Marks)**

**Ans 1.**

**Introduction**

Talent management is one of the essential constant processes used by the organization because it aids in the involvement, retention, and attraction of high-quality employees and the development of crucial skills that aid in the management of quality work in the workplace. Similarly, this management contributes to the continuous motivation of employees in a working environment that directly impacts the performance of businesses. Furthermore, the primary goal of this Its Half solved only

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**2. In the pulse survey conducted at Brain Bank Analytics, employees have indicated that they are doing poorly on work-life balance element. A focused group discussion led to the findings that many employees had working spouses and partners and were facing difficulty managing work and home. Besides, they felt that the organization should look at more flexible work options. What kind of programs and work arrangements can the company provide to the employees? (10 Marks)**

**Ans 2.**

**Introduction**

Employees are the organization's practical resources, and their performance has an inverse relationship with the company's profit and growth. Similarly, successful and best employees must meet project deadlines and provide greater client satisfaction to be considered successful. Furthermore, in the banking industry, managers and executive-level employees perform the majority of customer interaction. On the other hand, flexible working programs aid in the

**3. a. Suggest a training evaluation model that Priyanka can use to evaluate the effectiveness of the customer-centricity program conducted for the sales team. (5 Marks)**

**Ans 3a.**

**Introduction**

Additionally, customer centricity for an organization means prioritizing customers and putting their attention to the most needed by the customers. Furthermore, organizations are putting forth their best efforts to meet their customers' needs and expand their customer base in the business

**b. Explain Vroom's VIE theory of motivation (5 Marks)**

**Ans 3b.**

**Introduction**

Similarly, the motivation of employees is directly related to the quality of their work because if employees are not feeling motivated, it hurts their working or professional lives. Furthermore, success is another critical factor in achieving success because when people expect their hard work,