**Employee Development & Talent Management**

**April 2024 Examination**

**Q1. In order to obtain a competitive edge, the Microsoft Corporation uses its human resource practises and policies as a strategy to propel both the general success of the business and its globalisation initiatives. You want to establish a strong talent management practise for your business as the HR head of the company. What steps will you follow for an effective Talent management system in the company? (10 Marks)**

**Ans 1.**

**Introduction**

In the ever-evolving corporate landscape, talent management has emerged as a pivotal aspect of organizational success, particularly in technology giants like Microsoft Corporation. As the Head of Human Resources, the challenge lies not only in attracting top talent but also in effectively managing and nurturing this human capital to align with the company’s strategic objectives. The cornerstone of a successful talent management system is its ability to integrate seamlessly with the overarching goals of the organization, thereby fostering an environment of continuous development and innovation. This approach not only caters to the immediate needs of the business but also prepares it for future challenges and global expansion. Implementing an effective talent management system involves a comprehensive

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**Q2. ABC Pharmaceuticals has an employee strength of 4500. They conduct the employee survey regularly to asses the satisfaction level of the employees and offer benefits and solution. According to a recent poll by the company's human resources department, the employees have low morale and express a lot of irritation and unhappiness. Trade unions are taking advantage of the circumstance. Hence, the management of the company wants to take steps for boosting up the morale of the employees. Suggest the strategies that the company can adopt to motivate its employees. (10 Marks)**

**Ans 2.**

**Introduction**

ABC Pharmaceuticals, with a considerable workforce of 4500 employees, faces a critical juncture in its organizational health. The recent employee survey, revealing low morale and widespread dissatisfaction, signals a concerning trend that could significantly impact productivity and organizational stability. This unsettling discovery is further complicated by the involvement of trade unions, which may exploit the situation, potentially leading to labor disputes or disruptions. In this context, it becomes imperative for the company's management to address these issues proactively. Employee motivation is not just a human resource concern; it is a strategic imperative that directly influences the company's success and

**Q3. Swati Gupta recently completed her fourth year with Microsoft Services Corporation. In her position as customer support specialist, she consistently received high performance evaluations -until recently. Indeed, her most recent evaluation, completed three weeks ago, rated her as "less than satisfactory." Her supervisor, Nootan Katira, wondered why this previously strong employee had fallen so quickly.**

**Nootan had just returned from a meeting with her boss, Khushbu Sanon, when again the subject of Swati came up. Khushbu suggested that Nootan look through Swati's past work-records to try to find some clues about what happened and what they should do**

**now.**

**Nootan closed the door to her office, sat at her desk, and pulled Swati's personnel folder from her desk drawer. As she flipped through the materials in the folder, Swati’s story came into better focus. About six months ago, Swati started taking longer lunch breaks given the cramped quarters in which Nootan's Customer Support Department worked and the demanding routines they had to follow, it was easy to notice her stretching her regular lunch period by 10 or 15 minutes. Once she even stretched it for a full 25 minutes. Since it was the holiday season, Nootan took no specific action. However, her occasional remarks reminding Swati of the lunch break schedules would produce an uncharacteristically evasive, defensive response from Swati. On at least two occasions, she nodded off to sleep at her desk after returning from lunch.**

**The pattern of lateness continued. Nootan also began to notice that Swati had real difficulty completing her work, making decisions and solving her problems. She even had arguments with several co-workers. Nootan could see that a previously valued and productive member of her department had for some reason, fallen well below accepted work standards and believed that high level of employee engagement is required in the company which is possible only when employee is happy and satisfied with his/her job and is willing to go extra mile.**

**3a.As a strategist specialized in HR, suggest the strategies to enhance employee engagement in the company (5 Marks)**

**Ans 3a.**

**Introduction**

The case of Swati Gupta at Microsoft Services Corporation presents a classic scenario of declining employee engagement, a challenge that many organizations face. Despite her history of high performance, Swati's recent behavioral changes and decreased productivity signal underlying issues that need addressing. Employee engagement is a critical factor in an organization’s success, influencing not only individual performance but also team dynamics and overall company health. To enhance employee engagement, especially in situations like

**3b. Assume that Swati Gupta was unable to balance her work and family life and therefore she behaved irresponsibly. What work-life balance initiatives can be taken by the company to help employees like Swati overcome stressful situations and create high organisational commitment? (5 Marks)**

**Ans 3b.**

**Introduction**

The scenario of Swati Gupta at Microsoft Services Corporation highlights a prevalent issue in modern workplaces: the challenge of maintaining a healthy work-life balance. When employees like Swati struggle to juggle professional responsibilities with personal life, it often leads to stress, burnout, and reduced organizational commitment. Addressing this imbalance is not just beneficial for the employee's well-being but is also crucial for