

Reg No.: \_\_\_\_\_

Name: \_\_\_\_\_

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**

Fourth Semester MBA Degree (R,S) Examination June 2024

**Course Code: 20MBA220****Course Name: HR Consulting: Profession and Practice**

Max. Marks: 60

Duration: 3 Hours

**PART A***Answer all questions. Each question carries 2 marks*

Marks

- |   |  |     |
|---|--|-----|
| 1 | List out any 4 competencies required by a consultant.                | (2) |
| 2 | List out any four uses of Project Management Tools in HR Consultancy | (2) |
| 3 | Discuss the use of BPR in HR Consultancy                             | (2) |
| 4 | List out any 4 Innovative areas in HR Consulting                     | (2) |
| 5 | Differentiate between internal and external consultants              | (2) |

**PART B***Answer any 3 questions. Each question carries 10 marks*

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|----|--|------|
| 6  | Good consultancy reports don't 'just happen'. They are crafted with skill and care. Critically evaluate this statement and also discuss the essential elements for an effective report               | (10) |
| 7  | Discuss how workflow techniques can help in identifying bottlenecks and improving business efficiency  | (10) |
| 8  | 'The interaction between clients and consultants during consulting projects is essential for their success and of consulting companies'. Elaborate on how to manage client consulting relationships? | (10) |
| 9  | Elaborate on the stages of Knowledge Transfer in a firm and brief on how can it be effectively implemented.  | (10) |
| 10 | Explain the concept of whole system approach. Enumerate the benefits of whole system approach over the traditional method of consultancy.  | (10) |

**PART C**

*Compulsory question. This question carries 20 marks*

- 11 Evon Group, which is a budding firm with only 55 employees However, after a very promising start, they found that employee engagement came down by 33%. This alarming situation of decline of active employee engagement made them think about hiring a consultant. (20)

Take us through the complete consultancy process and elaborate the steps to be taken in each phase of the process so as to the bring about a change in organisation.

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