
*Answer Any FIVE Questions
All Questions Carry Equal Marks
Question No. 8 is Compulsory*

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| 1. a | Explicate the Process for managing performance in detail. | 6M |
| b | Give the Over view of performance management and Performance Audit with appropriate examples. | 6M |
| 2. a | What are the Needs & Importance of Performance Management Planning? | 6M |
| b | Define Competency Mapping and the steps and Methods. | 6M |
| 3. a | Describe the Phases of Performance Management System. | 6M |
| b | What is the Purpose of Appraising and its Methods of Appraising? | 6M |
| 4. a | Elucidate the Monitoring Process and its Periodic reviews. | 6M |
| b | Expound the Concepts and Skills of Performance Monitoring & Counseling. | 6M |
| 5. a | Explain the Building and leading High performing teams with examples. | 6M |
| b | Explicate the developing and leading high performing teams in detail. | 6M |
| 6. a | Define Performance Management Planning Approaches with appropriate examples. | 6M |
| b | Expound the Electronic Performance Management Systems. | 6M |
| 7. a | Elucidate the Process for managing performance. | 6M |
| b | Explicate the Performance Management Planning Process & Strategic Planning. | 6M |
| 8. | CASE STUDY
“It was an investment of 1.8 million hours across the firm that didn’t fit our business needs anymore.” That’s how partner Rob Massey, Deloitte Tax LLP, described the performance management system he used for his first 12 years at Deloitte. “Once a year, we looked back at what people did and then created a label for it.”
For the last 18 months, Massey and 2,000 of his colleagues in our tax business have been piloting a new way of assessing and managing our people’s performance, along with thousands in other parts of our professional services business. It’s been so successful that we’re rolling it out across our entire 70,000-person organization over the next year. The key parts: check-ins, frequent conversations between team leaders and team members about the work; performance snapshots, a reliable and frequent assessment of individual performance; and pulse surveys, a quick tool for team leaders to assess if they are creating the conditions for high performance on their teams.
The power in this innovation: combining what we know about two dimensions of human behavior:
How to engage and motivate people—the primary channel here being conversations with others?
How to collect and use reliable assessments of individual performance—to help our people and the business? | 12M |

