**Employee Development & Talent Management**

**Jun 2025 Examination**

**Q1. Consider 'Pinnacle Retail,' a company facing rapid shifts in consumer behavior and the rise of e-commerce. They need to adapt their brick-and-mortar stores to offer a more engaging customer experience, and also build their online presence. In this context, how will employee development contribute to the overall growth of Pinnacle Retail? (10 Marks)**

**Ans 1.**

**Introduction**

In today’s fast-paced retail environment, companies like Pinnacle Retail face immense pressure to evolve alongside changing consumer preferences, digital advancements, and growing competition from e-commerce platforms. With traditional retail models under strain, there's a critical need for organizations to rethink their strategies, especially regarding workforce capability and readiness. Employee development stands out as a transformative tool in navigating such transitions. It not only ensures that employees are equipped with the latest skills but also aligns them with organizational objectives, making them agile contributors to business transformation. For Pinnacle Retail, investing in its people through development

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**Q2. Paresh, a regional manager, notices some of his team members are struggling with new software implementation. He wants to ensure everyone is proficient to maximize efficiency and meet project deadlines. He knows that simply telling them to "figure it out" won't work.**

**He needs a structured approach. Explain the steps involved in the employee development process and their significance. (10 Marks)**

**Ans 2.**

**Introduction**

In any organization, the successful adoption of new systems and processes depends significantly on how well employees are prepared and supported. In the case of Paresh, a regional manager facing challenges with team proficiency during software implementation, a structured approach to employee development becomes essential. Expecting employees to adapt on their own can lead to inconsistent outcomes, reduced morale, and project delays. A well-defined employee development process ensures that learning is purposeful, performance gaps are addressed, and employees are empowered to succeed. More importantly, it aligns individual growth with organizational objectives. By applying a systematic development p

**Q3A. Imagine a manufacturing company transitioning to automated production. Many employees have years of experience with traditional machinery, but lack the skills to operate the new robotic systems. The company needs to adapt its employee development strategies to bridge this gap. Analyze the impact of technological changes on employee development strategies. (5 Marks)**

**Ans 3a.**

**Introduction**

As manufacturing companies increasingly adopt automation and robotic systems, traditional skills are becoming obsolete. Employees who have long operated manual machinery face difficulties adapting to these advanced technologies. In such a dynamic environment, employee development strategies must evolve to ensure that the workforce remains competent, confident, and aligned with business goals. The shift toward automation creates not only a need for new technical skills but also a broader transformation in learning methods, training content, and

**Q3B. A software company is launching a new product. They need to train their sales team quickly. Some suggest shadowing experienced colleagues (on-the-job), while others advocate for intensive workshops led by external experts (off-the-job). The training manager must decide on the best approach. Evaluate the effectiveness of on-the-job and off-the-job training methods in employee development. (5 Marks)**

**Ans 3b.**

**Introduction**

As the software company prepares to launch a new product, effective training for the sales team becomes critical to ensure successful market penetration. Choosing between on-the-job and off-the-job training methods depends on time availability, learning goals, and complexity of the product. Each approach has its strengths and limitations in terms of practicality, speed, and