

Answer the following questions:

Q: 1: Short Questions (15)

- I. Why is orientation important to new employees?
- II. Outline some common mistakes made by many managers at the time of orientation and on boarding.
- III. How would you create a KRA (Key Results Area)?

Q: 2: Discuss the five steps of the training process. (7)

Q: 3: Describe the process of a performance management system. (8)