

**UNIVERSITY OF SWAZILAND**  
**FACULTY OF COMMERCE**  
**DEPARTMENT OF BUSINESS ADMINISTRATION**  
**MAIN EXAMINATION**  
**ACADEMIC YEAR 2015/2016**

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**TITLE OF PAPER:** Human Resource Development

**DEGREE AND LEVEL:** Bachelor of Commerce IV

**COURSE NUMBER:** BA 429

**TIME ALLOWED:** Three (3) hours

**INSTRUCTIONS**

1. THIS PAPER CONSISTS OF SECTION (A) AND (B)
2. THE CASE STUDY SECTION (A) IS COMPULSORY
3. ANSWER ANY THREE QUESTIONS FROM SECTION B

**NOTE:** You are reminded that in assessing your work, account will be given of the accuracy of language and the general quality of expression, together with the layout and presentation of your final answer.

**THIS PAPER MUST NOT BE OPENED UNTIL THE INVIGILATOR HAS GRANTED PERMISSION.**

**GOOD LUCK!!!**

**SECTION A: Compulsory Case Study:**

(Please read the case below and answer the questions that follow.)

**'Sexual Harassment prevention training course and training CD'**

Incorporating a sexual harassment CBT (computer-based training) program in your company for the Managers, Supervisors, and Employees is essential to the well-being of your business. The interpersonal dynamics of a company can effectively promote or sabotage the productivity and successfulness it experiences. To that effect, training your staff in the intricacies of sexual harassment through a well-defined and structured program will provide many benefits for the employer, the company, and the employees.

Training Managers and Supervisors to recognize and deal with sexual harassment effectively and quickly can provide a safer, more secure work environment for the employees. Employees who feel safe and who do not need to waste time worrying about being sexually harassed will be more productive for the company.

The vital importance of creating a safe work environment cannot be over emphasized, and the responsibility lies with the employer. In fact, the employer is responsible legally for any sexual harassment that occurs through his supervisors and managers, and that is exactly why a sexual harassment training program is essential. Training will provide the investigative and interviewing skills managers need to effectively handle sexual harassment situations, eliminate sexual harassment in the workplace, and avoid litigation.

Providing sexual harassment prevention training videos helps managers and employees alike to understand the differences between federal and state laws. In turn, the trained individual will be able to recognize when casual

communications, including jokes, innuendos, and emails, become sexual harassment or sexual harassment becomes discrimination.

Additionally, sexual harassment training course can teach Managers to recognize the early signs of sexual harassment, effectively giving them the tools and training they need to circumvent the behaviour before it gets out of control and leads to expensive lawsuits. Training individuals to recognize sexual harassment for what it is can minimize hostility in workplace, improve managerial relationships with the employees, and enhance working conditions.

**Brief profile: Sexual Harassment Training Instructor:**

Lynne Wiekert began her career as a consultant in 1986 at Accenture Consulting. Working in both business and IT, Lynne continued her career as a manager, trainer and mentor to clients as well as her teams. She began actively training people for the PMI PMP certification and other business skills in 2002. Lynne has worked in several industries including Retail, Banking, Government, Pharmaceutical and Waste Management Services.

#### **Sexual Harassment Training Video Competency Based Training (CBT) Features:**



**Training Videos:** An instructor introduces each learning module and gives you a preview of the topics that are covered. Instead of relying on reading written introductions, simply click on the video presentations for an interesting, informative summary of the concepts that you will be learning next. You will be learning these topics directly from an expert instructor who really knows the material.



**Player Controls:** You can navigate freely with the player controls. You can play, pause, rewind, forward, and stop any video topic. The controls are familiar and easy to use. Simply click the control that matches the functions you want. If you are interrupted during your studies, click the pause button so that you won't miss a single minute of the video training.



**Course Map:** Choosing which topic you want to learn is easy with the convenient course map. Advanced users may skip ahead or repeat users can pick up where they left off. The course map allows you to pick and choose the topics that interest you and tailor the learning. You can even use it as a quick launch for reviewing specific topics.



**Note Taking:** Put away your notebook and pencil. Instead, jot down notes or questions for later reference by using the useful notepad feature. If an idea comes to mind or if you need to remind yourself of something important while studying, click on the notepad directly from the course interface and type out your thoughts without ever having to lift a pencil.



**Bookmarking:** Self-paced study is designed to take place over several sessions which makes bookmarking extremely useful. You can exit your training and quickly reference areas of study you wish to revisit later by using bookmarks. If you want to pay special attention to a particular topic, simply use the bookmark feature so that you can spend extra time mastering the concept.



**Print:** Do you need a hard copy? Sometimes, it's just not practical to log on to your computer when you have a quick question or want to review. The print function lets you print out a hard copy for those times when you need to study offline. Anything that you see on the screen can be printed out for future reference.



**Certificate of Completion:** Each interactive course comes with a certificate of completion. After you have finished the course, you just type in your name and print. It's that simple. Get recognized of your accomplishments with our courses.



**Multi-User Licensing:** The best single and multi-user licensing agreement in the industry. Our licensing agreements accommodate individual students as well as companies with large training requirements. Single user licenses, single PCs licenses, multiple-user (non-concurrent) licenses, and unlimited corporate server site licenses are all available. This level of flexible licensing can't be beat. No matter what you need, we have a license.

## Sexual Harassment Prevention Training Outline

### 1. What Is Sexual Harassment

- 1.1 Business and Professional Development
- 1.2 Defining Sexual Harassment
- 1.3 Common Circumstances
- 1.4 Sexual Harassment Examples
- 1.5 The Costs of Sexual Harassment
- 1.6 Sexual Harassment and Its After Effects

### 2. The Legal Issues Surrounding Sexual Harassment

- 2.1 Sexual Harassment Laws
- 2.2 Types of Sexual Harassment
- 2.3 Employers Responsibility for Sexual Harassment

### 3. Sexual Harassment Behaviours

- 3.1 Identifying Behaviours of Sexual Harassment

- 3.2 Non-Verbal Sexual Harassment Behaviours
- 3.3 Five Sexual Harassment Behaviours
- 3.4 The Impact of Sexual Harassment on the Workplace

**4. How to Take Action Against Sexual Harassment**

- 4.1 Identifying and Preventing Sexual Harassment
- 4.2 What Should Sexual Harassment Victims do?
- 4.3 When A Co-Worker is Being Harassed

**5. Management Issues**

- 5.1 Considering Sexual Harassment Policies
- 5.2 Why a Company Needs a Sexual Harassment Policy
- 5.3 What Should a Sexual Harassment Policy Contain?
- 5.4 Implications of Sexual Harassment

**6. Sexual Harassment Summary**

- 6.1 Course Summary

**Questions**

- 1.1 What are the skills ideally needed for facilitation of training? **(10 marks)**
- 1.2 If you were a Facilitator in charge of implementing the sexual harassment prevention course set out in the above case, how would you go about preparing for this training? **(10 marks)**
- 1.3 In your own opinion, what could be the benefits of using CBT in presenting sexual harassment prevention training? **(5 marks)**
- 1.4 When applied to the Swaziland context, what are the difficulties involved in implementing CBT e-learning, such as that described in the above case? **(10 marks)**
- 1.5 With reference to sexual harassment prevention training, describe what is meant by 'experiential learning' methods.? **( 5 marks)**

**TOTAL**

**40 Marks**

**SECTION B (60 MARKS)**

**(Answer any three (3) questions from this section)**

2. The Minister of labour and Social Services is strategizing on the overall country labour development action programme plan. With your expertise and your knowledge of the global developments, identify and discuss macro trends that are likely to influence the direction of training and development. **(20 marks)**
  
3. As an adviser to the Minister of Education in Swaziland, you are required to provide comments on the typical characteristics of continuous learning organisations to help empower Swaziland Enterprises. **(20 marks)**
  
4. "Training and Development without knowledge transfer serves no purpose", hence the significance for its evaluation. What are the training evaluation approaches used to assess if indeed learning took place? **(20 marks)**
  
5. Explain the key features of the following:  
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  - a) The Humanistic Theory of learning. **(10 marks)**
  - b) The Strategic Human Resource Development approach to training and Development . **(10 marks)**

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