

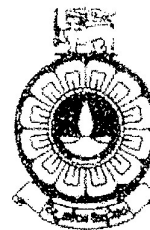
THE OPEN UNIVERSITY OF SRI LANKA

MASTER OF BUSINESS ADMINISTRATION IN HUMAN RESOURCE
MANAGEMENT PROGRAMME

FINAL EXAMINATION – 2025

HRPA348/MSPA348/MCP2258 - MANAGEMENT CONSULTANCY SKILLS

DURATION – THREE (03) HOURS



Date: 08/06/2025

Time: 09.³⁰~~00~~ a.m – 12.³⁰~~00~~ p.m

INSTRUCTIONS

Answer any five (5) questions. Each question carries **20 marks**.

Question 01

- (a) Provide an overview of the current management consultancy industry. Identify two key trends shaping the field today, particularly focusing on the role and impact of AI tools?
(12 Marks)
- (b) Identify and discuss the core competencies and soft skills required to be a successful management consultant. Why are these skills critical for client engagement and project outcomes?
(08 Marks)

Question 02

Discuss the historical evolution of management consultancy. How has the role of consultants become more strategic in the context of modern business challenges with special reference to both private and public sector organizations?
(20 Marks)

Question 03

Describe the main stages of the consultancy process. Explain how it supports the overall success of the consultancy project.
(20 Marks)

Question 04

- (a) Explain the importance of managing client relationships in consultancy. Describe the typical stages of a consulting relationship and propose strategies to build and sustain long-term trust? (12 Marks)
- (b) Outline the specific roles and responsibilities of an HR consultant within a client organization. How do these differ from those of the role of Head of HR? (08 Marks)

Question 05

Assume that you wish to be a Human Resource Consultant in the future. Describe the steps you will take to achieve this career goal. IN your proposed plan include education, experience, skill development, and personal networking. (20 Marks)

Question 06

What are the key features of an effective consultancy report? Explain how these features contribute to clarity, decision-making, and client satisfaction? (20 Marks)

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