

THE OPEN UNIVERSITY OF SRI LANKA  
MASTER OF BUSINESS ADMINISTRATION IN HUMAN RESOURCES  
MANAGEMENT  
FINAL EXAMINATION – 2015 – SEMESTER I  
MCP 2258 – MANAGEMENT CONSULTANCY SKILLS  
DURATION THREE (03) HOURS



DATE: 22<sup>nd</sup> August 2015

TIME: 1.30 pm – 4.30 pm

**Instructions:**

Answer any five (05) questions. All questions carry equal marks.

Numbering of the answer scripts should follow the numbers assigned to the questions in the paper.

1. What is the main role of a management consultant in the context of a large scale business establishment? What are typical tasks carried out by a management consultant?
2. Why is maintaining client relationship crucial in carrying out a management consultancy assignment?
3. Identify five styles of management consultancy. Discuss their applicability in the Sri Lankan management context.
4. Pursuing a high degree of professionalism is crucial in building a sound management consultancy practice. Discuss four principles of professionalism you would uphold and practice as a management consultant.
5. Contrast the three models of management consultancy and discuss the suitability of different models for different situations and client types.

6. Briefly explain the steps of a management consultancy process and assess how crucial those steps are in carrying out an effective management consultancy assignment.
  
7. Discuss the limitations of a management consultancy intervention, emphasizing on the organizational factors that can undermine or constraint such an intervention.
  
8. Choose 4 types of clients from the following list and explain the characteristics of each of them and the strategy to handle them when carrying out a management consultancy.
  - a. Low-Tech Client
  - b. Disinterested Client
  - c. Hands-On Client
  - d. Paranoid Client
  - e. Appreciative Client
  - f. Get-a- Good-Deal Client
  - g. I'll-Know-It -When-I-See-It Client
  - h. Always-Urgent Client
  - i. Decision-By- Committee Client
  - j. Doormat Client
  - k. Budget Client