



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESSWAY, JABI, ABUJA
FACULTY OF MANAGEMENT SCIENCES
2022_2 EXAMINATION

COURSE CODE: ENT 411 CREDIT UNIT: 2
COURSE TITLE: STRATEGIC THINKING, PROBLEM SOLVING AND NEGOTIATION
TIME ALLOWED: 2.5 HOURS

Instruction: 1. Attempt question number one (1) and any other two (2)
2. Question number one (1) is compulsory and attracts 30 marks, while any other two questions attract 20 marks each
3. Present your answers and points in a clearly and orderly manner

QUESTION 1a: Give at least three (3) scholarly definitions of negotiation (10 marks)

QUESTION 1b: What are the major elements of negotiation? (10 Marks)

QUESTION 1c: What are the five (5) ways of improving your problem-solving skills?
(10 Marks)

QUESTION 2: List any 8 importance of strategic thinking you know in business. (20 marks)

QUESTION 3: Enumerate with examples any five (5) elements of lateral thinkers. (20 Marks)

QUESTION 4: Explain any five (5) handy tips for professional's negotiation in business? (20 Marks)

Wishing You All The Very Best