



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2022_1 EXAMINATIONS

Course Code: ENT 411

**Course Title: STRATEGIC THINKING, PROBLEM SOLVING AND
NEGOTIATION SKILLS**

Credit Unit: 2

Instructions:

- 1. Indicate your Matriculation Number clearly**
- 2. Attempt Question 1 and any other two (2) questions**
- 3. Question 1 is compulsory and carries 30 marks while the other 2 questions carry 20marks each**
- 4. Present all your points in coherent and orderly manner**

Time Allowed: 2 Hours

EXAMINATION QUESTIONS

Question 1a: Define Strategic thinking **(10 Marks)**

Question 1b: Explain the five elements that make up strategic thinking. **(10 Marks)**

Question 1c: Outline the steps to problem solving methods. **(10 Marks)**

Question 2: Define SWOT Analysis **(20 Marks)**

Question 3: Enumerate the Guidelines to Problem Solving and Decision Making **(20 Marks)**

Question 4: Write shot notes on the following:

1. Managing Risks
2. Corporate Strategy
3. Market Penetration
4. Outdated Technology
5. Convergent thinking. **(20 Marks)**