



NATIONAL OPEN UNIVERSITY OF NIGERIA

Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja

FACULTY OF MANAGEMENT SCIENCES

**2025\_1 EXAMINATION.....**

**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 2 questions**
- 3. Question 1 carries 30 marks while others carry 20 marks each**
- 4. Present all your points in coherent and orderly manner**

**Time Allowed: 2 Hours**

- 1a. Identify and explain four key abilities that reflect strategic expertise. (12 marks)**
- 1b. Explain the significance of strategic thinking in the context of business planning. (10 marks)**
- 1c. Compare and contrast strategic thinkers with conventional thinkers. (8 marks)**
  
- 2a. What is the definition of strategy? (5 marks)**
- 2b. Describe the three levels of strategy in detail. (15 marks)**
  
- 3a. Explore the distinctions and interconnections between analytical, critical, and lateral thinking. (10 marks)**
- 3b. Outline the four fundamental steps involved in problem-solving. (10 marks)**
  
- 4a. How can Failure Modes and Effects Analysis (FMEA) be applied by an organization? (10 marks)**
- 4b. List and explain five methods to improve a manager's problem-solving abilities. (10 marks)**
  
- 5a. What role does personality play in negotiations? (10 marks)**
- 5b. Enumerate ten reasons why people engage in negotiation. (10 marks)**