



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)