

Name: _____ Date: _____

Chapter 4: Base knowledge worksheet

Full sentence answers are **not** required: SL 9 marks, 9 minutes

HL 9 + 4 marks, 13 minutes

1 Name **three** internal and **three** external stakeholders. (3)

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2 Give an example of conflict which could arise between the following pairs of stakeholders. (6)

- Management and shareholders:
- Managers and employees:
- Managers and suppliers:

3 **(HL)** Suggest **four** ways in which managers could resolve a pay conflict with workers. (4)

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