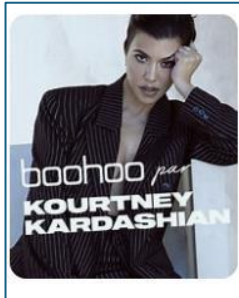


CTEC Business Level 3 - Summer Homework 2026

One of the topics you will learn about in September is the issue of stakeholder conflict. Gathering real world examples of business issues to support your writing is a key skill. Below is some introductory information about stakeholders and conflict and two articles about real-world business and stakeholder clashes.



Stakeholder Conflict

Stakeholders are any individuals, groups, or organisations that have an interest in or are affected by the activities of a business. They can influence decisions and be influenced by the outcomes of those decisions.

There are two main types:

- **Internal stakeholders** - people within the business, like employees, managers, and owners.
- **External stakeholders** - people or groups outside the business, such as customers, suppliers, the government, and the local community.

Each stakeholder has different interests:

- **Employees** want job security, fair pay, and good working conditions.
- **Customers** care about quality products and good service.
- **Shareholders** are focused on profits and dividends.
- **Suppliers** want regular orders and prompt payments.
- **The government** is interested in tax revenue and legal compliance.

Sometimes, their interests can clash—for example, shareholders might want to cut costs, while employees want higher wages. That's why businesses often have to balance stakeholder needs carefully.

Please read the attached articles closely and answer the following questions:

1. Which stakeholders are involved?
2. What are their objectives?
3. What is the source of conflict?
4. How is the business trying to resolve the issue?
5. What do you consider to be the key factors in successfully resolving stakeholder conflict?

Articles

['We've got to fight for our livelihoods': Port Talbot's uncertain future as the cost of going green hits home | UK News | Sky News](#)

[SHEIN: Increasing Emissions, ESG Efforts, and Greenwashing Claims - ESGWireNews](#)

