

1.4 Stakeholders

Checklist

What you should know

By the end of this subtopic, you should be able to:

- define the following terms: (AO1)
 - stakeholders
 - internal stakeholders
 - external stakeholders
 - shareholders
- distinguish between internal and external stakeholders (AO2)
- explain the interests of a particular stakeholder group (AO2)
- explain at least one possible area of mutual benefit, or at least one potential conflict, between stakeholders (AO2)
- suggest possible solutions to stakeholder conflict (AO2)

