

Name: \_\_\_\_\_ Date: \_\_\_\_\_

## Chapter 16: Base knowledge worksheet

Full sentence answers are **not** required: **HL 21 marks, 21 minutes**

1 State **three** advantages that trade unions offer to workers. (3)

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2 List **five** types of industrial action. (5)

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3 State **three** ways in which conflict between a union and a business can be resolved. (3)

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4 Give **four** sources of frequent conflict between management and workers. (4)

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5 What is the main advantage to employers of having a 'closed shop' (single union) agreement? (1)

6 What **three** management tools could employers use to help their negotiations? (3)

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7 Trade unions of workers involved in essential services may sometimes have a no-strike agreement with employers. What do workers gain from this? (2)