

Workplace Conflicts

Sources and Costs to Your Organization

85%

experience conflict
at some level

29%

in conflict frequently

36%

manage disputes

27%

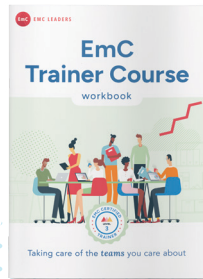
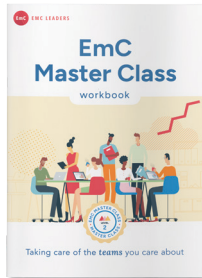
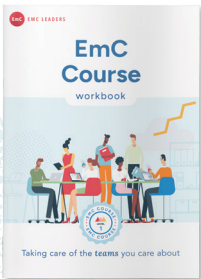
personally attack

25%

get sick and absent
to avoid conflict



Let's figure out together
what training means to your company.



source: CPP Global Human Capital Report

Schedule Your **FREE**
Productivity Recovery Assessment Today!

What are the Costs of Conflict?

Workplace conflict and the bottom line:

—estimated to—

WASTE APP
ROX.
3 HOURS/WEEK
/EMPLOYEE

TOTALING
385
MILLION
HRS/YEAR

\$389
BILLION
IN PAID
HOURS

- Legal fees:**
 estimated average **\$160,000** per claim
- Absenteeism:**
 time off and healthcare expenses **50%** more due to conflicts
- Loss of productivity:**
 approximately **1-3** hour per week, **20-42%** time wasted managing conflicts in the workplace
- Employee turnover:**
50% of voluntary, **90%** of involuntary departures⁸ = **+150%** cost of each employee salary to replace^{8,12}
- Low morale, decreased job satisfaction:**
 Gallup estimates **\$350 million** per year in lost productivity, **\$3,400** per every \$10,000 in salary per disengaged employee

Productivity Recovery Equation

	EXAMPLE	YOUR COMPANY
1 # of employees in the company	100
2 FTE (ave. full-time cost/ee/hr)	\$37.25
3 multiply 3 hr x #1 x #2	\$3,725
4 multiply #3 x 52 weeks	\$193,700

Taking care of the *teams* you care about