

Statistics on Workplace Conflict



Lost Productivity caused by conflict

- The typical manager spends 25-40% of his or her time dealing with workplace conflicts (one to two days of every workweek)
- Fortune 500 senior executives spend 20% of their time in litigation activities.⁴
- In 2008, U.S. employees spent 2.8 hours per week dealing with conflict. This amounts to \$359 billion in paid hours (based on average hourly earnings of \$17.95), and the equivalent of 385 million working days (nationwide).
- Unresolved conflict significantly increases personal stress levels. The total value of lost work time due to stress is estimated to be over \$1.5 billion annually.⁶
- The number of employees seeking (Mental Health) help for work-related conflict has increased (from) 23% in 1999 to close to 30% in 2001.⁷

Costs to replace departing employees

- Workplace conflict is a decisive factor in more than 50% of employee departures.⁸
- Ernst & Young reports that the cost of losing and replacing an employee may be as high as 150% of the departing employee's annual salary.

Litigation costs

- More than 50% of employers' report being sued by an employee.
- Between 1970 and 1989, the general federal civil caseload increased 125%.
- Employment discrimination cases increased 2,166% for the same period.¹¹
- The national average compensatory award in employment practice liability cases rose from \$133,691 in 1997 to \$250,000 in 2003.¹²
- Unresolved workplace conflict issues can end up in litigation that can cost a company from \$50,000 to \$100,000 in attorney fees and 3 to 5 years to settle. ¹³

Benefits of adopting conflict management process

- Organizations adopting conflict resolution processes, like mediation and arbitration, report 50-80% reductions in litigation costs

References

http://c.ymcdn.com/sites/nafcm.site-ym.com/resource/resmgr/Research/Workplace_Conflict_and_Your_.pdf