

The Impact of Conflict on Today's Workplace

In 2019, John Wiley and Sons, Inc. conducted a "Workplace Conflict" survey asking 12,000 businesspeople ranging from executives to managers to individual contributors about their experience with conflict in today's modern workplace.

#1

The sentiment around workplace conflict is almost exclusively negative

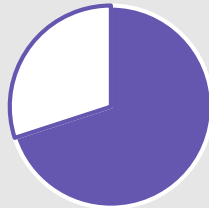
What's the first word that comes to mind when you think of conflict?



90% of the responses were negative

#2

Conflict presents a drag on workplace efficiency



70% of manager-level and above said conflict negatively impacts the efficiency in their department

3.2 hours/week

spent dealing with conflict for manager-level respondents and above



#3

Conflict fuels employee turnover



40% said they have left a job (!!) in the past because of unhealthy conflict

69% said their job satisfaction would improve if their coworkers handled conflict more effectively

