



NONFLICT - IMPACT ON BUSINESS

An international study commissioned by CPP found that:

- 85% of employees deal with conflict at work.
- 25% of employees admit to calling in sick or leaving early to avoid conflict at work.
- The average manager spends 25% of their time dealing with conflict.
- Employees spend an average of 2.8 hours a week in conflict costing \$359 Billion in lost productivity in the U.S. alone, representing 7% of payroll.

OTHER COSTS:

- Money lost due to poor conflict resolution with external parties and in relationships.
- Lost productivity due to unresolved conflict at home, which has often increased during COVID.
- Conflict due to differing work and communication styles in today's global marketplace with diversity in background and culture, and feelings of disrespect.

NONFLICT CREATES:

- Trust between management and employees.
- Significant increase in "active listening".
- Safe space to engage and eliminate negative behavior.
- Freedom through clarity and straightforward conversations.
- Empathy and respect (vs. tolerance)
- Peace at home using the same tools.

BENEFITS:

- Maximized effectiveness of discussions and contributions in meetings.
- Minimized politics, game playing.
- Deeper trusting relationships, with knowledge of your colleagues' perspectives and motivations.

- Creative thinking producing new ideas, easier resolution of issues.
- Forward and timely momentum on opportunities.
- Zero tolerance for prejudice, negative attitudes and behavior, meaning pride in business and colleagues.
- Inclusion of all, and the diverse perspectives, knowledge, experiences and opinions.

RETURN ON INVESTMENT:

- Happier humans. Research is clear - Community and Purpose are the critical variables to sustainable peace of mind and happiness.
- Reputation and brand earned as the preferred place to work.
- Positive momentum and impact on Talent Acquisition, Development and Performance, and Retention, especially of the "right fit", sought after top talent.
- True inclusion of diversity of cultural backgrounds, mindsets and skillsets, gender, race, languages and experiences.
- Best cared for and experiences with clients and customers, vendors and suppliers, strategic partners, investors and all stakeholders.

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Stephen Hecht is co-founder of Million Peacemakers and co-author of *Nonflict, The Art of Everyday Peacemaking*. He has extensive experience in conflict resolution with over 30 years as a leader in private and public businesses. Winner of the Canada Award for Business Excellence, Stephen chaired education globally for YPO and has led educational workshops and conferences internationally including *Nonflict*; winning numerous YPO's Best of Best Awards. He has an MBA from Ivey School of Business, Western University and a B.Comm from McGill University.