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.

The sentiment around workplace conflict is almost exclusively negative

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

Stress Drama Petty

Inefficient Gossip Tension

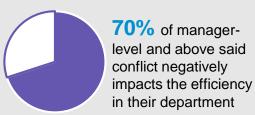
Toxic Arguments Unnecessary

Fights Bullying

Egos

90% of the responses were negative

#2 Conflict presents a drag on workplace efficiency



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

