Cost of Conflict: Why Silence Is Killing Your Bottom Line

Learn how to speak up quickly and effectively. **Here are four tips to get started:**

- **Confront the right problem.** Resolve the issue that gets you the results you need even if it’s not the immediate issue.

- **Rein-in emotions.** Manage your emotions, and your story before speaking.

- **Master the first 30 seconds.** Don’t simply dive into the content and attack; show that you care about the other person and open up dialogue.

- **Reveal natural consequences.** Help change perspective by providing a complete view of the consequences his or her behavior is creating.

New research reveals employees waste an average of $1,500 and an 8-hour workday for every crucial conversation they avoid. These costs skyrocket when multiplied by the prevalence of conflict avoidance.

According to the study conducted by the authors of the *New York Times* bestselling book *Crucial Accountability*, 95 percent of a company’s workforce struggles to speak up to their colleagues about their concerns. As a result, they engage in resource-sapping avoidance tactics including ruminating excessively about crucial issues, complaining, getting angry, doing unnecessary work and avoiding the other person altogether.

In extreme cases of avoidance, the organization’s bottom line is hit especially hard.

The study of more than 600 people found that a shocking 8 percent of employees estimate their avoidance costs their organization more than $10,000. And one in 20 estimates that over the course of a drawn-out silent conflict, they waste time ruminating about the problem for more than 6 months.

Contact us to **book this speech today!**

In this interactive presentation, you will learn how to speak up quickly and effectively to curb the cost of conflict avoidance in your own organization.

**Length:** 1 to 3 hours  
**Audience:** General to Executive Level

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