

## The hidden costs of not getting the people 'stuff' right in your business!

### Improving Performance

A study carried out by Brigham Young University in 2001 found that employees who perceived that they had some flexibility between their work and family life worked the equivalent of an extra day a week.

70% of senior executives allowed to work 'flexibly' were seen to have 30% higher output than colleagues who were not permitted to work more flexibly. Their managers reported them as more highly productive, resilient and committed.

70% were seen as outperforming full time colleagues and improved on their own full time performance

60% were ranked excellent at problem solving & analysis, resilience, leadership and commitment- higher than their non-flexibly working colleagues  
Job sharers scored higher on problem solving, team work and flexibility  
The Resource Connection & the British Steel Industrial Society, Jan 2001

### Managing Conflict

Managers report that up to 30% of their time is spent dealing with conflict, and that any given conflict involves at least 4 employees – the manager, the 2 conflicted parties and HR (John Ford & Cynthia Barnes-Slater 2002).

In our experience Conflict can also involve whole teams or departments and sometimes even one or more departments!

When conflict occurs, people are differing on their opinion of how best to contribute to the business. It means they care about the work that they do and how it is done. So when clients approach us to help them reduce conflict we decline. Instead we help individuals, teams and departments to work together more effectively. We help them to hear and see the other's perspective, to understand the motives behind their actions and to find areas of commonality (usually wanting to do the right thing). We use instruments like MBTI, Firo B, Mobius, and the Thomas Kilman Conflict Styles Indicator to start conversations and re-establish respect. ***We then work with our clients to use their different perspectives to create effective processes and solutions for their business.***