

WORLD Workplace Conflict & COLLABORATION SURVEY



Workplace Conflict is a Growing Problem—Everywhere

The workforce has been through unprecedented change in the last few years—for better and worse. We've heard all about employee stress, disengagement, quiet quitting, and mass resignations. Has all the rapid change led to more conflict in the workplace? Is conflict wearing us all down? At what cost?

Workplace culture and communication experts, Karin Hurt and David Dye of Let's Grow Leaders, surveyed 5000+ full-time workers in over 45 countries and in all 50 United States. It turns out conflict is becoming more of an issue everywhere you go. 70% of participants report the same or more conflict over the last few years.



Only 30% reported less conflict—and nearly half of those say it's because they (or the people they were in conflict with) **changed jobs**, or they're **working remotely**. That's not necessarily a sign we're getting better at conflict, just **escaping it**—and potentially losing out on the innovation and problem solving that comes from **learning to do conflict well**.

Meaningful Solutions

The World Workplace Conflict & Collaboration Survey (WWCCS) asked about solutions too. Of the 30% who reported less workplace conflict, nearly a third attributed it to **improved communication**.

- Improved communication: **32%**
- Better management practices: **30%**
- Improved organizational culture: **25%**

"That's a reason for optimism," says Hurt. "Well intentioned, care-filled words make a difference—and lead to improved relationships, less stress, and better results. The good news is these skills can be taught, nurtured and celebrated in organizations."

We Asked
5000+
PARTICIPANTS

in
45 COUNTRIES **50** U.S. STATES

about the change in
Workplace Conflict
over the last few years.

70% Report the same
or **more** conflict.



Effects

The most common effects that participants report are:



**"Due to burnout, my ability
to see the silver lining or
think holistically has
diminished."**

—Female, 42, United States

Advice To Self

Imagine the last time you found yourself in a destructive conflict situation. What advice would you give your former-self if you faced this workplace conflict again?

The most common theme? 55% of participants advised: “be patient/ stay calm.” That’s followed closely by those who would speak up sooner, talk about it, and address the problem head on (21%).



Pandemic Fallout

“The pandemic-inspired shift to remote work and hybrid teams left many people longing for deeper human connection. Many organizations are still wrestling with the new reality of remote and hybrid workforces. Managers are relearning how to lead and support their teams. Teams are figuring out how to build meaningful relationships and get work done.

These rapid changes and missing human connections fuel conflict.”

- **Karin Hurt**, CEO, Let's Grow Leaders

Participants provided thousands of pieces of freeform advice, including...

“It’s okay to bring up these issues directly with your coworker. Sometimes they just may not realize the impact they are having, and a simple conversation can solve it.”

— **Female, 28, Canada**

“Be the bigger person. Talk about it.”

— **Nonbinary, 37, South Africa**

“Focus on outcomes, not process.”

— **Male, 90, Japan**

“Stay calm.”

— **Female, 23, Vietnam**

“When you consider your colleague might be dealing with a ton of unnerving change, it gets easier to show up with compassion and curiosity and look for meaningful solutions.”

- **David Dye**, President, Let's Grow Leaders

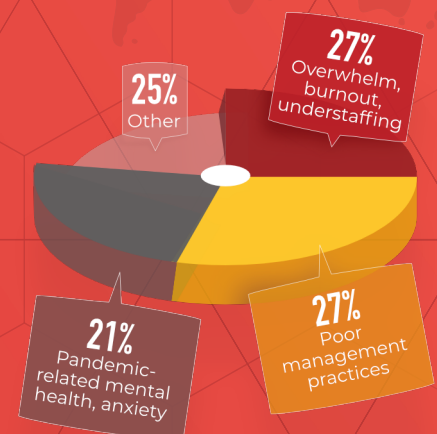
27% **Overwhelm, burnout, understaffing**

27% **Poor management practices**

21% **Pandemic-related mental health, anxiety**

Causes

Top 3 Reasons for More Conflict at Work



The Four Dimensions of Constructive Conflict

No matter what conflict you face, four dimensions make it more productive/ less destructive.



Connection

Do we know one another as human beings?



Clarity

Do we have a shared understanding of success?



Curiosity

Are we genuinely interested in other perspectives and what's possible?

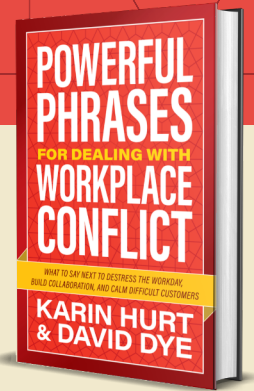


Commitment

Do we have a clear agreement?

POWERFUL PHRASES FOR DEALING WITH WORKPLACE CONFLICT

What to Say Next to Destress the Workday, Build Collaboration, and Calm Difficult Customers



An essential guide to master any workplace conflict with confidence and ease
—for less drama and better outcomes at work.

In many workplaces today, conflict is an escalating issue. The shift to remote work and hybrid teams has left many people longing for deeper human connection. On top of this, add a younger generation clamoring for more feedback and impatient for change, steady advances in technology that can feel threatening to job security, or people reexamining priorities and quietly quitting.

Take the increase in anxiety, stress, and depression—mix in the loss of human relationships—and you get less tolerance and understanding. Ultimately, this all leads to more, and more destructive, workplace conflict.

Available
May 2024

Powerful Phrases for Dealing with Workplace Conflict

is an essential resource to help all employees (and their managers) rebuild trust, collaboration, and ultimately enjoy more influence at work.

Workplace culture and communication experts **Karin Hurt** and **David Dye** share practical and easy-to-follow tactics such as:

- **Over 300 actual phrases** you can use to deescalate common workplace conflict situations, build trust, and make better decisions.
- **Clear examples and explanations** of how phrasing will improve interactions.
- **Critical communication tools** to ensure workplace issues are addressed before they fester and become more difficult to manage.
- **Findings, real-world cases, and inspiring stories** from the World Workplace Conflict and Collaboration Survey of 5000+ people in more than 45 countries conducted by the authors.



Karin Hurt and **David Dye** help human-centered leaders find clarity in uncertainty, drive innovation, and achieve breakthrough results. As CEO and President of Let's Grow Leaders, they are known for practical tools, highly interactive keynotes, and leadership development programs that stick. They've worked with leaders on every continent (except Antarctica) through their leadership development programs, executive strategic planning, and keynote presentations. They are the award-winning authors of five books including Courageous Cultures; How to Build Teams of Micro-Innovators, Problem Solvers and Customer Advocates.

Interviews, Workshops, and Keynotes

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