

UK Workplace Conflict Unveiled: Solutions & Wins

Conflict thrives in today's workplace, fuelled by pressures, rapid change, & cross-generational dynamics. Left unaddressed, it jeopardises performance, cohesion, & employee wellness. This infographic sheds light on workplace conflict in the UK & the transformative wins achieved by fixing it.

//////////////////// The Scale & Cost of UK Workplace Conflict

Impacts
10M UK
workers

Costs
£28.5
Billion pa

56%
experience
Stress &
anxiety

89%
let conflict
escalate

ADDITIONAL DATA

- 12% in conflict resign
- 300,000 are dismissed
- Annual costs of £3,000 per conflicted employee
- 30% believe having an enemy at work makes them perform worse.
- 10% avoid meetings.
- 9% don't come into work for multiple days.
- Happy workers are 12% more productive.

//////////////////// Most Common Conflict Issues:

Managers reported workplace conflict being caused by the following triggers (see right) in percentages:

Source: Wiley Workforce Intelligence Report 2023 (4,524 people, of which 1,938 have direct reports)

Manager time focus:

41%

Performance &
Role Issues

34%

Interpersonal &
Attitude Issues

Don't get on

29

Feedback

31

Holding to account

32

Change

43

0 20 40 60

44%



On average only 44% have ever been given formal training on workplace conflict skills.

95%



Of those who got training on workplace conflict said it helped them.

//////////////////// The wins when leading great workplaces

21%
increase in
Productivity



18% increase
in Sales

23%
increase in
Profitability



41%
fall in errors

37%
Fall in Absence
& Leavers



48%
fall in safety incidents

//////////////////// Your Conflict Choices

1. IGNORE IT
& suffer the costs

2. DO IT BADLY
& exacerbate it

3. DO IT WELL
& reap the rewards

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- Lead teams that thrive across change.
- Boost Productivity & Retention
- Empower others to own & resolve conflict
- Be seen as an innovator
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Sources: ACAS – Statista UK – Wiley – Warwick University 2022

