



Conflict, conflict, conflict. I love conflict. It is amazing what lengths managers and companies go to to avoid addressing conflict. I regularly attend a local Recognition Roundtable sponsored by Recognition Works. Simply, it is an informal gathering of employees who are trying to create or sustain recognition programs. Why do I go? Because sometimes -well ... often – employees and managers mistakenly try to use a recognition program to address a workplace conflict issue.

Workplace conflict and tension cannot be resolved by implementing an employee recognition program – unless the cause of the problem is lack of recognition and appreciation. Otherwise, time, effort and \$\$\$ are wasted on the wrong solution.

So what do conflict and recognition have in common? When done well, there is an increased sense of well being and engagement in the workforce. WHY? Because recognition involves acknowledging the needs and values of the employees and managers. **SO DOES RESOLVING WORKPLACE CONFLICT.**

Here are some statistics that show the importance of recognition. When I see these stats, I think how easy it is to improve the workplace and how easy it is to spoil the workplace.

1. 91% of employees ranked "recognition for a job well done" as important for motivation. Recognition Professionals International (RPI)

2. 79% of employees who quit their jobs cite "lack of appreciation" as the #1 reason for leaving. Jackson Organization

3. Managers are the single largest influence on employee retention and productivity. Gallup Organization

4. 65% disagreed with the following statement: "My supervisor does a good job recognizing my accomplishments." RPI

5. Training managers on the right way to deliver recognition increases recognition usage by more than 30 percent – which has a direct impact on employee retention and engagement. Dose of Recognition Newsletter, Gostick & Elton

6. 30% of employees improve performance after being criticized. 90% improve performance after being praised. J. Pfeffer, Stanford School of Business

7. As the economy improves, 83% of employees indicate they plan to look for a new job; 34% of those are your top performers. SHRM

8. It takes an average of 2.5 times a person's salary to find a replacement. Sharon Jordan Evans, Love 'Em or Lose 'Em

9. Companies that have a thriving employee recognition strategy are more profitable – outperforming S&P 500 companies by 30-40%. Contented Cows Give Better Milk

10. Companies that have an employee recognition strategy have 50% less turnover than companies that don't recognize their employees. Contented Cows Give Better Milk

11. In 2006, "recognition & trust" were identified as key factors in creating and sustaining a positive work culture in the 100 Best Companies to Work For. Fortune Magazine

Compiled by Recognition Works