

PRESS RELEASE



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99% of businesses do not know how much conflict is costing their bottom line

The figure of £33 billion is often cited as the cost to the UK of workplace conflict. And everyone has horror stories about the costly impact of the day to day conflict in their workplace. Yet 99% of HR managers could not put a figure on what conflict is costing their organisation. HR managers are under more pressure than ever to think and work strategically and understand the business impact of the work they do. Yet, as Katherine Graham Managing Director of CMP Resolutions comments, *"I've never met an employer yet who can tell me the cost of conflict to their business. HR may be aware of the human costs but they haven't taken the next step and put a value on this."*

Now there is no excuse for UK's businesses to remain in innocence of the damage conflict doing to their bottom line.

On 15 June CMP launch the Conflict Profile™ tool; a confidential online tool which finally gives employers a clear financial breakdown of where they are losing money on conflict. In addition, the Conflict Profile™ evaluates the cost-effectiveness of the dispute resolution processes an employer may have put in place. By entering data that most HR professionals will already have available to them, employers can now benchmark themselves against their peers, and establish KPI measures for their conflict performance.

The Conflict Profile™ uncovers new metrics to enable employers to improve their overall business performance. Taking a new approach to conflict data reveals the degree to which employers are making the most of the investments they have made to limit the cost of conflict, and what future changes will deliver the best return on investment.

A White Paper on why having a Conflict Profile™ makes business sense is available from CMP Resolutions' website:

http://cmpresolutions.co.uk/pdfs/secure/CMP_Resolutions_Conflict_Profile_White_Paper.pdf

Employers wanting to establish their own Profile can do so by visiting our website:

<http://cmpresolutions.co.uk/conflict-profile> or by contacting CMP Resolutions on 0844 504 8874 or info@cmpresolutions.co.uk.

NOTES

Company Information

CMP Resolutions is Britain's most successful dispute resolution consultancy. It enables employers to **C**lose, **M**anage and **P**revent workplace conflict by the appropriate use of investigation, mediation, conflict management, bullying and harassment, managing performance and stress management. Their mediation and investigation training was selected by the Department for Business Innovation and Skills (BIS); and other clients include Citi, The Ministry of Defence, London Underground Ltd, and the European Patent Office.

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