

## Expected Outcomes

In the short run, the time away from work tasks may be impacted, but over time resolving workplace conflict will lead to a higher functioning department, smoother co-worker/supervisor interactions, and contribute to a teamwork-based working environment.

Human Resources will have increased time to handle other tasks (accommodations, retirement, job announcements, benefits) if they are not involved in resolving all employee conflict situations.

Management will be able to devote more time to running their department (research shows that management spends 20%-80% time resolving employee conflict).

Employee retention will be increased resulting in lowering training costs.

Resolution of workplace conflict can shift the tone and behavior of the entire department, not just the relationship of the parties having conflict.

Mediation can address situations that are slowly simmering with employees who wouldn't file an EEOC charge, but may express their frustration in other ways, such as by leaving, calling in sick, going out on stress leave, or sabotaging the department by enlisting their co-workers to resist their bosses' directives.