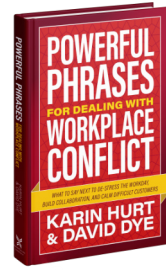


WORLD
Workplace Conflict +
& COLLABORATION SURVEY



“Powerful Phrases for Dealing with Workplace Conflict is a fabulous resource for everyone who works with anyone. Why? Because no matter who you are or where you work, conflict happens—and Karin and David want you to be prepared.

(Psst: Chapter 3 is worth the price of the book!)”

*- Ken Blanchard, coauthor of *The New One Minute Manager* and *Simple Truths of Leadership**

PAGE **CONTENTS**

- 2-3** **The Research** - New workplace conflict and collaboration insights gathered from 5000+ full-time workers in over 45 countries and in all 50 United States.
- 4** **The Book** - *Powerful Phrases for Dealing with Workplace Conflict*, the new by the authors of *Courageous Cultures* and *Winning Well*, will be released May 14, 2024.
- 5-6** **Press Kit** - Interview question ideas and endorsements.

Interviews, Workshops, and Keynotes

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or call **443.750.1249**

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 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

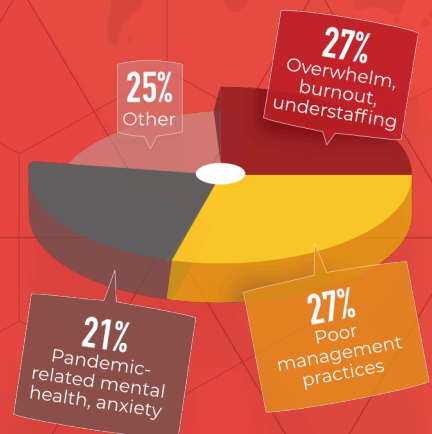
27% **Overwhelm, burnout, understaffing**

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?

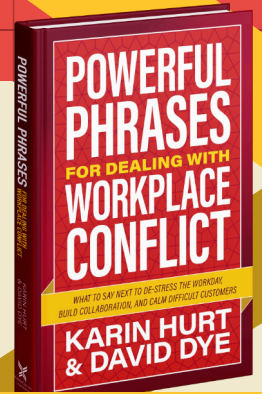
POWERFUL PHRASES FOR DEALING WITH WORKPLACE CONFLICT

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.



Pre-Order NOW
for May 14th, 2024.

ISBN-13 **978-1400246274**

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.

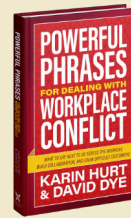


Karin Hurt and **David Dye** help human-centered leaders find clarity in uncertainty, drive innovation, and achieve breakthrough results. As CEO and President of Let's Grow Leaders, they are known for practical tools, highly interactive keynotes, and leadership development programs that stick. They've 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.

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WORLD *Workplace Conflict* + & COLLABORATION SURVEY



PRESS KIT / INTERVIEW QUESTION IDEAS

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. They wrote ***Powerful Phrases for Dealing with Workplace Conflict*** to help all employees (and their managers) rebuild trust, collaboration, and ultimately enjoy more influence at work.

Here are some ideas for topics and questions to kickstart an interview with Karin and David.

About The Research

- What inspired your World Workplace Conflict and Collaboration Research?
- What did your survey find were the most significant sources of conflict today?
- This is global research in 46 countries. Did you notice any big differences across the world?
- Was there anything that surprised you?
- With the shift to more remote work, are people experiencing more or less conflict?
- What are the implications of this research for managers? For people experiencing conflict at work?
- Does this conflict reflect employees feeling more empowered and speaking up more than before?
- One of the really interesting parts of your research was the "advice people would give themselves if faced with this conflict again." What did people say?

"Hurt and Dye's new book beautifully provides what is missing in virtually all books on conflict and conflict management: They provide a plethora of very specific examples of how choosing and then using particular words and phrases can make a huge difference in being able to resolve any conflict situation with others at work.

- **Ralph H. Kilmann, Ph.D.,**
Author of the 2023 book: *Mastering the Thomas-Kilmann Conflict Mode Instrument (TKI)*, and co-author of *The TKI Assessment Tool*

About The Approach

- You talk about 4 Dimensions of productive conflict. What are those and why are they important?
- What do you have against "I statements?"
- Conflict is complicated. Can you really script it?
- In your book you provide 300 powerful phrases. That's a lot. Where would someone start? or...
- What's a GOAT?
- What's an ACE, and how can your book help?
- One person can't change an entire culture alone. Does everyone in the organization need to read this book in order to have better conflict?

"You get better at conflict to make things better. It's a profound paradox. Every working relationship will have a moment when it breaks. **This book helps you not just get through it, but to improve the way you work together**"

- Michael Bungay Stanier

Author of *The Coaching Habit* and *How to Work with (Almost) Anyone*

Interview Question Ideas (Continued)

About Specific Situations

What to Say When...

- You Need to Say "No" (*Even to Your Boss*)
- You Feel Overwhelmed
- You Work in A Matrix Organization
- Others See the World Differently
- Your Team Lacks Accountability

What to Say If Your Boss...

- Is A Micro-Manager
- Takes Credit for Your Ideas
- Won't Make a Decision
- Is A Moody Screamer or Dropper of F-Bombs
- Thinks You're Too Negative

How to Deal with...

- Lazy Coworkers
- Know-It-Alls
- Bullies
- Workplace Gossips
- Difficult Customers

About The Authors

- I read about your love story... Do you want to share a bit about how you met?
- How does this book relate to your *Courageous Cultures* research and book?
- What are you working on now? What's next?
- I read about your philanthropic work in Southeast Asia. Can you tell us a bit about that?

"Your must-have roadmap for courageous conversations at work. **Karin and David give you the tools, techniques, and inspiration to turn stress and frustration into career-defining moments of leadership and innovation.**"

- Dorie Clark

Executive education faculty at Columbia Business School and WSJ bestselling author of *The Long Game*.



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