

Conflict Cost Assessment Worksheet

For Managers and Business Owners

Conflict in the workplace has real financial consequences. Use this worksheet to estimate the true cost of conflict in your organisation.

1. Staff Time Lost to Conflict

- Average hourly wage of employees involved: _____
- Number of employees involved in conflict: _____
- Average hours per week spent dealing with conflict: _____
- Number of weeks conflict has continued: _____

Calculation:

Hourly wage × Employees × Hours per week × Weeks = £ _____

2. Management Time Spent on Conflict

- Average hourly wage of manager(s): _____
- Number of managers involved: _____
- Average hours per week spent managing conflict: _____
- Number of weeks conflict has continued: _____

Calculation:

Hourly wage × Managers × Hours per week × Weeks = £ _____

3. Absenteeism

- Number of days absent due to conflict: _____
- Daily wage cost of absent employee(s): £ _____

Calculation:

Days absent × Daily wage cost = £ _____

4. Staff Turnover / Recruitment

- Number of employees who have left due to conflict: _____
- Average recruitment cost per employee: £ _____
- Average training/onboarding cost per employee: £ _____

Calculation:

(Number leaving × Recruitment cost) + (Number leaving × Training cost) =
£ _____

5. Loss of Productivity / Performance

- Estimated % productivity drop in affected team: _____ %
- Number of employees in team: _____
- Average monthly salary per employee: £ _____
- Number of months affected: _____

Calculation:

(Productivity % ÷ 100) × (Monthly salary × Employees × Months) = £ _____

6. Impact on Clients / Customers

- Number of clients lost due to conflict: _____
- Average value per client: £ _____

Calculation:

Clients lost × Value per client = £ _____

7. Legal or Tribunal Costs (if relevant)

- Legal fees incurred: £ _____
- Settlement/tribunal award: £ _____

Calculation:

Legal fees + Settlement = £ _____

Total Estimated Cost of Conflict

Add up all the totals above:

£_____

Reflection Questions

- What surprised you most about the costs?
- Which of these costs could have been prevented through early mediation or better conflict management?
- How much could your business save by addressing conflict earlier?