

Put the tools of the professional mediator in the hands of every employee

Calculate Your Return-on-Investment in Conflict Management and Mediation Training

Claim:

1. Workplace conflict incurs a high, but hidden, cost — an expense item that is not in your budget.
2. That cost is demonstrable — you can measure the financial cost of conflict in your organization in the next five minutes.
3. That cost is reducible — mediation consistently resolves 90% of workplace conflicts successfully.

Proof:

1. Using the *Dana Measure of Financial Cost of Organizational Conflict*, measure the financial cost of a particular conflict in your organization. Make conservative estimates of the nine cost factors — it's not necessary to exaggerate the impact of conflict to produce eye-opening, and perhaps disturbing, results.
2. Multiply your result by the number of similar conflicts that occur in your organization annually to estimate the yearly cost of preventable conflict in unbudgeted funds.
3. Make a conservative estimate of the reduction of that annual cost that would be achieved by early resolution of workplace conflicts — we suggest 10% (although the actual reduction could be 50% or more).
4. Compare that number (the reduction in cost of conflict) with the cost of training employees, managers, or key personnel to mediate workplace conflicts and prevent their escalation. What would be your return on investment in training?

Most people determine their ROI to be at least 1000% (i.e., cost savings are least ten times the cost of training).

Finally, notice that the cost of litigation is not among the nine cost factors considered in the on-line *Dana Measure*. When a conflict is not resolved before attorneys become involved, the cost of conflict explodes by at least a factor of ten.

Action options:

Dispute Resolution Services provides the following MTI Courses:

In-house Delivery and Open-enrollment Instructor-led Seminars

For all staff: [*How to Resolve Conflict with Others*](#) (Self Mediation)

For managers: [*How to Mediate Employee Conflict*](#) (Managerial Mediation)