

# CALCULATE THE COST OF STAFF AVOIDING TOUGH WORKPLACE CONVERSATIONS



## Survey

Privately ask your team members how much time per week they spend on activity that could have been prevented by a tough conversation



## Employee Productivity Loss

Est weekly hours lost  
x average hourly wage  
x 52

\$ \_\_\_\_\_ ?

## Client Dissatisfaction / Churn

Your est client annual churn rate %  
x average annual client revenue  
x your total number of clients



\$ \_\_\_\_\_ ?

## Employee Turnover Costs

Average salary of departing staff  
x 100% = replacement costs

\$ \_\_\_\_\_ ?



## Legal & Compliance Risks

If your firm settles just one workplace conflict at \$30,000, that's already more than the cost of proactive training.

\$ \_\_\_\_\_ ?



## Training has a rapid & significant ROI

If even one talented team member doesn't quit for a year with a minimal \$50,000 salary, because you spent \$12,500 on training, that's good ROI!

