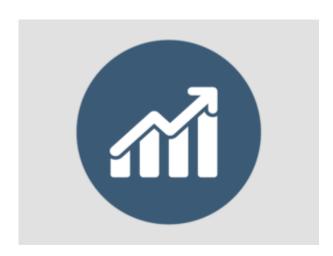
Manning, Routing and Signaling Stats and Facts



FACTS

EFFECTS OF INCOMPETENCE IN THE WORKPLACE

- 1. **Unhappy and de-motivated employees.** When there is no training, employees do not understand how to do their jobs. They make mistakes and lose motivation.
- 2. **Low Production**. Low production means low or no profits for the company it makes management look bad. Spending resources on training, coaching and mentoring staff will result in profits!
- 3. **Unsafe Work Environment**. Untrained or poorly trained workers are more susceptible to injuries. This happens when workers lack the knowledge and skills required to use equipment and supplies safely.
- 4. Increased Expenses. These could include the cost of medical attention for staff because of injuries sustained from unskilled use of equipment and supplies; compensation to customers for defective products; the cost of defending the company against lawsuits and increased costs due to more time spent on jobs not done well or production mistakes.
- 5. Loss of Customers. Untrained employees lack adequate knowledge and skills to provide satisfactory customer service. The company will experience declining sales as a result.
- 6. Loss of Top Performers and staff. The company's top performing managers may leave because they spend most of their days putting out fires and dealing with stress due to untrained or poorly trained staff.

STATS

- § Studies say that 70% of workplace mistakes are a result of poor communication.
- § 86% of employees and executives attribute workplace failures to bad communication.
- § Leaders estimate teams lose the equivalent of nearly an entire workday (7.47 hours) each week to poor communication—or approximately \$12,506 per employee

every year.

- § Stress, dehydration, fatigue, and burnout between 80 and 90% of all workplace accidents are caused by human error, and the likelihood of these injuries increases when workers are stressed or fatigued.
- § Bad management is the largest source of stress for workers. Korn Ferry found that 35% of employees say their direct manager is their biggest source of stress at work.
- § 41% of employees agreed that management doesn't value innovation, as the majority of respondents (67%) said that their leaders operate under the mandate of "that's the way we've always done it."
- § Managers account for 70% of the variance in employee engagement scores, showing the most significant factor in employee engagement is the quality of their manager.
- § 82% of employees felt their managers were uninspiring.
- § 69% of employees agree they would work harder and be more engaged if they were better recognized.