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## WHAT IS THE COST OF NOT COACHING?

- Fortune 500 senior executives spend 20% of their time in litigation activities.
- Typical managers spend up to 30% of their time dealing with conflict.
- The turnover costs for an employee are 75% - 150% of their annual salary.
- 16% of employees report conflict with a supervisor as the main reason for leaving their last job.

Source: Lynne Eisaguirre, Workplaces that Work

### **The Cost of a Workplace Bully**

This story happened in a Silicon Valley company. One of their most highly-compensated salespeople was consistently ranked in their top 5% of producers. His temper was legendary and he treated his co-workers as rivals – routinely insulting and belittling them. His nasty late-night e-mails rants were infamous, and, not surprisingly, many insiders refused to work with him. The company decided to quantify the incremental costs of the employee's bad behavior:

- Time spent by Ethan's direct manager: 250 hours (valued at \$25,000)
- Time spent by HR professionals: 50 hours (valued at \$5,000)
- Time spent by Senior Executives: 15 hours (valued at \$10,000)
- Time spent by the company's outside employment counsel: 10 hours (valued at \$5,000)
- Cost of recruiting and training a new secretary to support Ethan: \$85,000
- Overtime costs associated with the employee's last-minute demands: \$25,000
- Anger management training and counseling: \$5,000

Estimated cost of one workplace bully for one year = \$160,000

Source: Robert Sutton, Ph.D., Stanford University

To learn about the ways Executive Coaching and Team Coaching can positively impact your organization, please contact Kathryn Kemp. Together, we will develop a customized program to meet your specific needs.