

# How We React to Our World Stats and Facts

## FACTS

Adequate interpersonal skills are necessary for success in business. The following set of facts set the standard for employees.

1. Display a strong work ethic. Use such means as demonstrating competence on even minor tasks, assuming personal responsibility for problems, and completing projects promptly.
2. Demonstrate good emotional intelligence. Deal effectively with the emotional responses of coworkers and customers.
3. Be dependable and honest.
4. Be a good organizational citizen. Be willing to work for the good of the organization even without the promise of a specific reward.
5. Create a strong presence by keeping yourself in the forefront.
6. Find out what your manager expects of you.
7. Minimize complaints.
8. Avoid bypassing your manager.
9. Use discretion in socializing with your manager.

## STATS

- Today's workers have so much on their plates. In fact, according to our Employee Engagement Report, nearly 70% of employees feel as though they are unable to tackle all of their job responsibilities each week.
- About one-third of employees say that their managers don't encourage a culture of open communication, according to the SHRM. Approximately one-quarter don't feel respected and valued at work.

- According to a July 2018 study published in IOP Conference Series: Materials Science and Engineering, negative actions can quickly spread from person to person and affect everyone in the organization. If left unaddressed, they can decrease work performance by up to 30 percent.
- Employees who left their jobs due to bad company culture may have cost organizations over \$220 billion over the past five years, reports the Society for Human Resource Management (SHRM).