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.