



PEOPLE FACTORS:

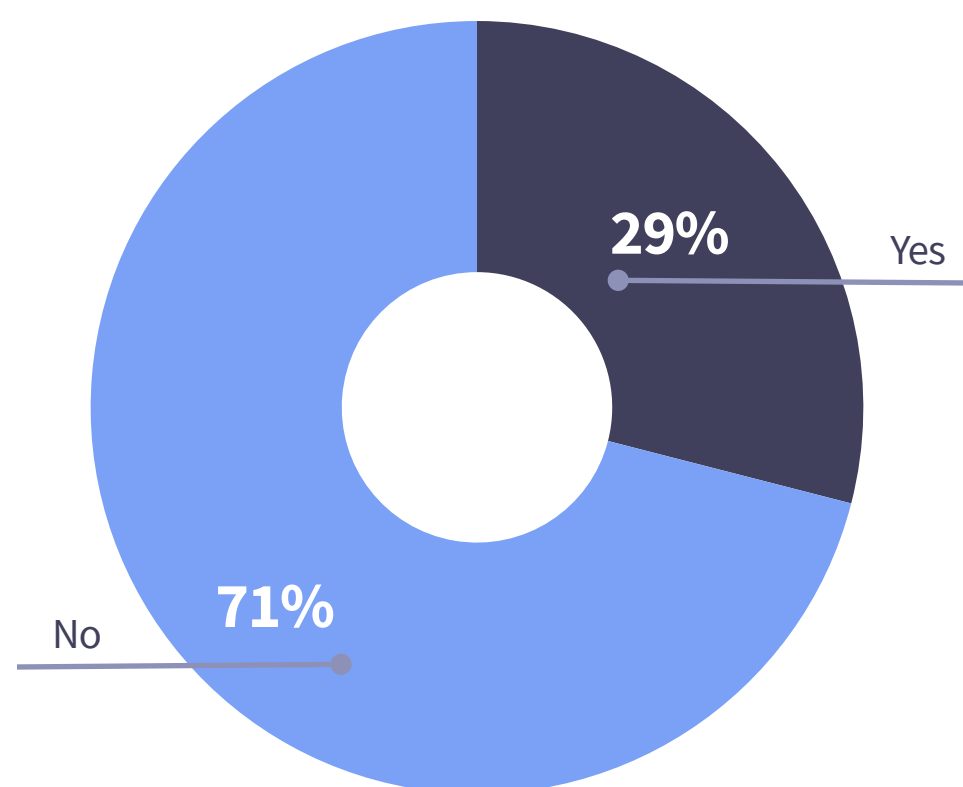
Pre-Existing Mindsets & Behaviors

What is it?

People enter an organization with a unique set of values, behaviors and learned mindsets shaped by their life experience. As our workforce diversifies, so do the range of background experiences that shape employee mindsets and behaviors. One person's notion of what constitutes harassment or respectful behavior may be very different than another person's view. As issues escalate, employees also respond differently to conflict. This may have implications on turnover: almost one-third of people in our survey report having left an organization because of conflict.

Almost 1/3 of employees have left an organization because of workplace conflict

% of employees, "Has workplace conflict ever triggered you to leave an organization?"



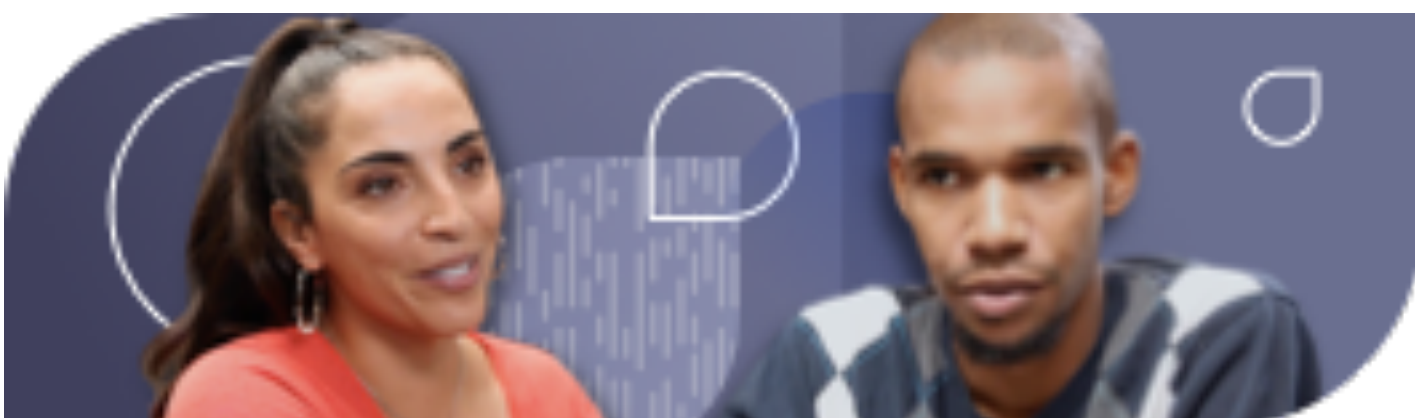
Source: Emtrain Workplace Culture Report 2020, ©2020

Key Findings

- Employee expectations and perceptions about what constitutes respectful behavior are informed by life experience. As our workforce diversifies, employee perspectives will likely diversify as well.
- Left to their best judgment, both managers and employees will apply their own standards and ongoing, inevitable conflict will ensue.
- Establishing common standards for acceptable behavior and healthy approaches for addressing conflict are necessary to create positive and respectful alignment about “how we do things around here.”

“Making decisions just because ‘that’s the way it has always been done before.’ Not open to trying new ideas. Hostile to new ways of thinking.”

— anonymous employee



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