

How much does it cost to NOT have a conversation?



Have you ever thought how much it costs you to not have a conversation?

I hadn't until recently. Now that I am working with different businesses, I see clearly the big difference having constructive, timely conversations could make.

Let us say these examples are completely fictional.....

- an employer is told 3 times by the client that some of their employees are not following H & S rules on site. Nothing is said to the employees concerned and therefore no corrective action is taken. The employer loses the contract for breaches of safety rules. This cost the business £120K in lost turnover, 20% of that year's sales forecast, not easy to replace this year. In addition, an extra £5K may have to be paid in redundancy payments.
- an employee has persistent short term absences. This is not addressed and the employer has to pay for agency labour which he estimates is 50% less productive. The employee comes back to work and nothing is said. For the last year this has cost the business approx £3K.
- an employee doesn't have enough work to fill the hours they are paid for. The employer doesn't want to have a conversation regarding reducing their hours as they don't want to "rock the boat" with this temperamental employee. If this continues until the employee's retirement, it will cost this business approx £48K

I could go on but I'm sure you get the picture.

I have highlighted the financial costs, but what about the other areas where it's more difficult to attach a cost when these perceived *difficult* conversations don't happen:

- the effect on the business owners/managers
- the effect on other employees
- the difference it makes to productivity

If there is a conversation you know you should be having, but don't know where to start. Give me a call, that's a conversation you know you can have right now.



For a HR solution that fits, call Irene on 07595 161 546
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