

## The Toxic Work Environment

### Relationships breakdown in the workplace

**Managing Directors** or senior managers are often unaware of a toxic environment in one of their departments until it shows up on the bottom line; especially if they are new to an organisation. The facts are that many departments and sections of large to medium workplaces are seriously under-performing due to poor departmental leadership.

Internal politics and workplace conflict is like a disease that has not been detected. Resentment grows to unmanageable levels, hidden agenda's overtake weekly meetings, staff begin to transfer out, take avoidable sick leave or resign altogether.

Senior managers look at overall performance and reports that discuss the financial status of the organisation. They don't get involved in departmental politics and conflict. They implement incremental improvements but without noticing the subtle obstacles to these improvements.

If the talent walks out the door because of avoidable conflict it becomes costly on every level. Often a well meaning senior staff member throws training at the problem, however it's far more productive to investigate where and what the problem is.

Unfortunately the loss to the company as a result of poor workplace relations is very difficult to gauge. Leader Capital Australia (LCA) estimates that 90% of organisations that commit to fixing the problem experience an incredible shift in both energy and profits.

*A shift in human energy is the key to vast improvements in performance.*

Misdirected energy that focuses on minimal cooperation, personal vendetta's and even workplace sabotage is another form of waste that needs to be identified and removed from every business. When employees energy is directed back to delivering the services more efficiently and is aligned to the business goals of the organisation it produces staggering results.

For this to happen someone needs to ask the tough questions and commence cultural change within the department. Cultural change takes time but produces powerful results and needs to be dealt with delicately yet assertively.

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