


The Cost of Employee Disengagement



U.S. businesses lose **up to \$300 billion per year** due to employee stress.



Employees who experience burnout are **2.6 times more likely** to exit the organization.



25% of employees said work-related stress has led to conflicts with coworkers.



Stressed employees are **63% more likely** to take a sick day.



83% of companies that focus on customer happiness increase year-over-year revenue.



Companies that provide a great customer experience are able to charge **up to a 16% premium** on products and services.



Given the cost of customer acquisition, retaining only 5% of customers can **increase profits by up to 25%**.



When studying the manufacturing space, there were **40% fewer quality** defects when employees were happy.



Happy employees are **33% more willing to help** their colleagues than unhappy employees



A group of happy but less experienced salespeople outsold unhappy but more experienced salespeople by 21% in the first year and 57% in the second year

SOURCES

The American Institute of Stress,
Gallup, HubSpot, PwC, Bain & Company,
The Wall Street Journal, University of Pennsylvania