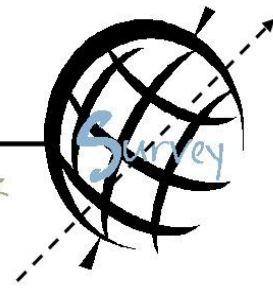


# Taking Action on Results

Making York Region an even better place to work



## ***Supportive Managers, Why does it matter?***

What is the impact of management support on key organizational outcomes?

*Employees with supportive managers have:*

- Higher levels of commitment
- Higher levels of trust in their managers
- Higher rates of job satisfaction
- Lower levels of job stress
- Lower turnover rates
- Lower prescription drug use
- Lower rates of absenteeism due to mental or physical fatigue

*Resulting in:*

- Higher productivity
- Better customer service
- Lower organizational costs

Based on work by Linda Duxbury, Carleton University