



Managing for a Supportive Workplace

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What do Supportive Managers do?

4 key actions found by Higgins, UWO and Duxbury, Carleton

- Have 2 way conversations
- Give positive feedback
- Allow autonomy
- Recognize staff have a life

What do supportive organizations do?

- 88 % offer flextime
- 63% offer family leaves
- 52% offer job sharing
- 50% offer telework
- 48% offer compressed work week
- Conference Board of Canada

What are the results?

If managers are highly supportive:

- Less absenteeism
- More organizational commitment
- More job satisfaction
- More productivity

How do Unsupportive Managers act?

- Poor interpersonal communication
- Failure to show respect
- Failure to give autonomy
- Focus on hours not output

High Quality Customer Service

- Cannot be delivered with a stressed out, uncommitted workforce

What does the Canadian workforce look like?

- **70% of women (15 and older) are in the Canadian labour force**
- **In the last 25 years, the number of women in the labour force increased 108%**
- **Both men and women in the labour force have child care demands**
- **Eldercare demands are increasing**

Child Care Demands

Out of every 100 workers

- 44 - husbands and wives with children
- 15 - youths living with working parents
- Rest are single or married without children

Eldercare Demands

- **25% of workers provide care or support to an elderly family member or friend**
- **a decade ago it was 20%**
- **support provided - visits (88%); assistance with shopping(79%); and transportation (85%)**
- **Conference Board of Canada**

Stress is on the rise

Employed mothers:

40% say they have enough time for themselves

50% said they cut back on their sleep when they needed more time

Time stress is the highest among employed couples

- **Conference Board of Canada**

Work/Life Stress

- 1500 Canadians - 46% reported moderate to high work life stress
- Work/life stress is an issue for both men and women, 25% of women reported “a lot” of stress from work/life problems
- Conference Board of Canada

Work/Life Stress

- 58% of surveyed employees reported high levels of work family role overload
- feelings of being rushed, drained/overwhelmed by the pressures of multiple roles
- Voices of Canadians, Linda Duxbury 2001

How Can We Fit it All In?



- Family
- Health and Fitness
- Spirituality
- Work
- Hobbies
- Spouse/Partner
- Friends
- Leisure/Recreation
- Education
- Community Service

For Positive Leadership

- Have casual and positive conversations 'Keeping the Good Ones'
- Use a 3:1 positive to negative ratio, call attention to what is right 'How Full is Your Bucket'
- Give staff control over their work
- Spend time with those who brighten your mood
- Reserve time to think about what you appreciate
- Measure your own resiliency response, you can only give what you have

Resiliency Self Assessment

- Take the survey

Resiliency Self Assessment

- Over 90 = Bounce back, learn better ways, coach others and are a role model
- 70 – 89 = Gain a lot through your learning capacity
- 50 – 69 = Have adequate resiliency but may underrate own capacity
- Under 50 = Life is a struggle, personalize things, without hope, hard to learn from experience, need to learn from resilient people

Resilience is a new science:

- Overcome obstacles
- Move forward from trauma
- React positively to change
- Reach out and connect with others
- Stay mentally and physically healthy
- Handle stress of life & work

Think Positively

- Thought catching - catching negative thoughts that affect your mood and behaviour
- Evaluating these thoughts in terms of accuracy - are they right or wrong?
- Generating accurate explanations when bad things happen
- De-catastrophising - not dwelling on the worst possible consequences

Tips for Balancing Your Work/Life

- Personalize your workspace
- Seek out activities and people that are fun
- Recognize that balance takes work
- Have goals and strive to be less “perfect”
- Put things into perspective – don’t sweat the small stuff
- Enjoy life...focus on the positive

Tips for Energizing Your Work/Life

- Be physically active
- Eat nutritiously
- Find supportive friends/partner, colleagues, workplaces
- Smile and laugh a lot
- Be creative

What Things Make you go Ahhh.....?

1.
2.
3.
4.
5.

Your Action Plan

- **Areas Where I Am Out of Balance**

- **Home**

- **Career**

- **Leisure**



Action Planning

- Things I must START
- Things I must CONTINUE doing
- Things I must STOP doing

How can I help staff achieve balance?

1. ...

2. ...

3. ...

4. ...

5. ...