



The Impact of Treating Employees with Dignity, Respect, and Fairness

At the National Leadership Consortium, we know that effective leadership plays a key role in things like developing positive organizational culture, employee empowerment, and staff retention, but how does it actually impact the people with IDD provider organizations support? We collaborated with Carli Friedman, Director of Research at CQL, to investigate how providers treating their employees with dignity, respect, and fairness impacts the quality of life of people with IDD. We analyzed Personal Outcome Measures® and Basic Assurances® data from 3,898 people with IDD served by 387 different providers.

Results confirmed what we suspected to be true: how organizations treat their employees not only affects the employees, but also impacts the quality of life of people with IDD receiving services. When frontline employees feel supported and appreciated by leadership, they experience less burnout and are more satisfied with their jobs and in turn share that positivity with the people with IDD they support. Read more about this study in, “Treating Employees with Dignity, Respect, and Fairness: The Impact on the Quality of Life of People with Intellectual and Developmental Disabilities,” in the [August 2024 issue](#) of AAIDD’s journal *Inclusion*.

October 15, 2024

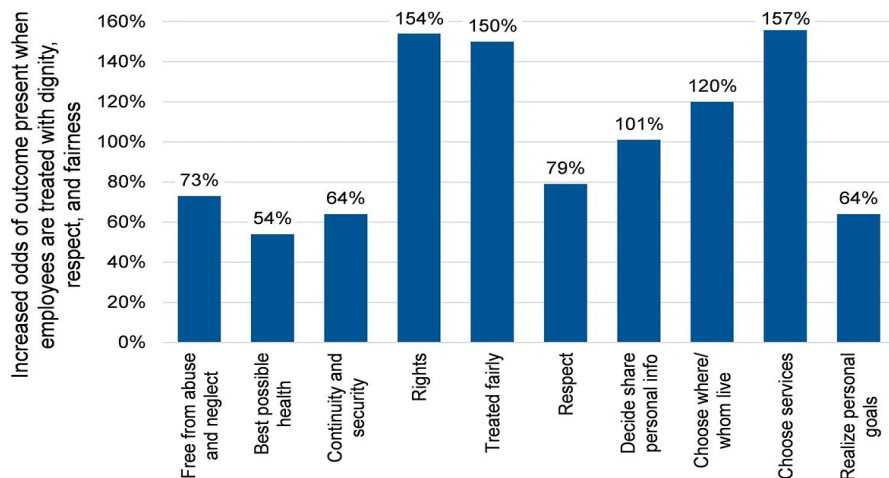
By: Cory Gilden,
Research and
Evaluation Manager

Questions? Comments? Contact Us!

For additional information about the National Leadership Consortium’s programs and research, visit www.natleadership.org.

To learn more about upcoming Leadership Institutes or workshops, email Nicole Jones at njones@natleadership.org

Contact Cory Gilden at cgilden@natleadership.org with questions related to our research.



When human service organizations treated their employees with dignity, respect, and fairness, people with IDD exercising their rights increased by 154%. These organizations were also significantly more likely to be free from abuse and neglect, have the best possible health, experience continuity and security, be treated fairly, be respected, decide when to share personal information, choose where and with whom to live, choose their services, and realize personal goals, regardless of their demographics.