As more productivity data become available, it is possible to examine the effects of people and practices on productivity. Arguably, the most important relationship in the firm is between worker and supervisor. The supervisor hires and fires, assigns work, instructs, motivates and rewards workers. Models of incentives and productivity build at least some subset of these functions in explicitly, but because of lack of data, little work exists that demonstrates the importance of bosses and the channels through which the productivity enhancing effects operate. Using a unique company based data set, supervisor effects are estimated and found to be large for technology-based services workers. The three most important findings are: The only “peer” that matters is the boss. In this environment peers have little or no effect on output, but bosses affect workers significantly. Second, there is substantial variation in boss quality, measured by their effect on worker productivity. Replacing a boss who is in the lower 10% of boss quality with one who is in the upper 10% of boss quality increases a team’s total output by about the same amount as would adding one worker to a nine member team. Third, the marginal product of a boss is about 60% greater than that of a worker, commensurate with the ratio of their wages. Additionally, good bosses should be sorted to the best workers: although good bosses increase the productivity of both good and bad workers, they increase it by more for the firm’s top performers.