

Day 6: Modern Day Management: Knowledge Workers and a Humanistic Environment

Gone are the days when you could consider your employees to be generalists. The modern worker is a fine-tuned machine, ready to tackle specific tasks with the utmost accuracy, and you need to be ready for him.

Owners and managers, you likely conduct a number of employees who know how to complete their tasks better than you can complete them. These “knowledge workers” mean you no harm, but by their nature they know how to do their jobs very, very well. Rather than try to match or best them, you must instead enable them to work well with their constituents and drive the business forward as a whole.

How can you do this? Think back to the previous lessons discussed in this series.

Internal Motivation

Remember that reward and punishment systems can break down an employee's internal motivation. You want your knowledge workers to be at their best. So, providing them with the space to work autonomously can do wonders for their motivation. They will want to do their own work better and will strive to help those around them.

Employee Participation

Know also that knowledge workers will want to prove themselves to be competent in ways that reach beyond their immediate job descriptions. Like Janine Popick mentioned about her own business, you can allow your knowledge workers to document the methods they use to complete their everyday tasks.

They can contribute to business manuals and write up detailed process checklists. Who better to speak about how you can complete a specific processes than the people who go through those processes every day? As an added bonus, contributors may then feel more valued because they are contributing to the future of the business by inherently influencing the actions of future employees.

Creating a Positive Business Culture

It is imperative that you build a business culture that focuses on how things get done and allow your employees to express their voices. A culture like that has the power to empower everyone at your firm.

In the final day of this series, you will learn about how the individual parts of your business can work in concert, like an orchestra.

Don't leave your seat!