

The Knowledge Worker

You now know that Positive Presence is the skill of adjusting and creating a positive and energized mindset within our self through conscious thought processes, and that the measurable result indicative of your skill level for Positive Presence is reflected in your choice of behavior.

We've also talked about the enormous advances over the last decade in neuro-imaging technology which has awakened us to the benefits of positive energy – for an increased capacity for achieving peak performance, for building and maintaining good relationships, and for experiencing good health.

But how, you may be asking, is this relevant to my work? And why is it important now, and not so much in the past? What is it about today's work-world that makes it so much more important now than ever before in business history?

The reason is, we have left the days of the industrial and technological revolutions behind us – where productivity and efficiency was almost totally dependent on process efficiencies of getting the job done. In today's knowledge-based society, organizations are more and more made up primarily of knowledge workers (those whose jobs require formal and/or advanced education and are considered people who "think for a living."), bringing their specialisms together for a common purpose.

According to Peter Drucker, whose groundbreaking work turned modern management theory into a discipline, the best example of a predominant knowledge workforce is that of the modern day hospital in all developed countries of the world. In these organizations characterized by extreme levels of complexity and ambiguity, success is often made even more challenging by public sector bureaucracy, as well as fiscal and demographic pressures.

To quote from Peter Drucker in his book *"Managing in the Next Society"* (page 124), "... A knowledge based workforce is qualitatively different ... survival, of every business will depend on the performance of its knowledge workforce. ...the only way an organization in a knowledge-based economy and society can excel is through getting more out of the same kind of people; that is, through managing its knowledge workers for greater productivity. It is, to repeat an old saying, 'to make ordinary people do extraordinary things.'"

The global workforce has changed employment patterns in all developed countries forever. Workforces of knowledge workers are becoming more and more the norm. The demands to perform at a continuously high level of excellence amid the pressures of increased complexity, ambiguity and rate of speed, can be overwhelmingly taxing on even those people most advanced with the skill of positive presence – on even those people that are innately equipped to create a positive and energized mindset in spite of the environment within which they live and work. Not only that, as we move from the Knowledge Era to the era of what is being referred to by some as the Age of Connectivity, the understanding of, and ability for, human connectedness becomes increasingly important.

The skill of Positive Presence is a critical requirement in order for us to achieve peak performance, to build and maintain good relationships, and to experience good health. You will remember too, that scientific evidence is showing that when we are in a positive flow of energy we are experiencing positive thoughts and feelings And it is then that we are able to really connect and mesh within our self, and with others. The more time we spend in a positive flow, the greater our capacity for achieving the focus

and clarity needed for peak performance, for achieving the love and tolerance needed for building and maintaining good relationships, for achieving the peace and joy needed for experiencing good health.