

The Six Factors of Knowledge Worker Productivity



SOCIAL COHESION:

Members of my team get along and help each other to be successful.



INFORMATION SHARING:

Each team member freely shares his or her expertise to improve decision-making and outcomes.



PERCEIVED SUPERVISORY SUPPORT:

My supervisor extends himself or herself to help me perform to the best of my ability.



VISION AND GOAL CLARITY:

My team understands how to prioritize our activities to support the mission of the organization.



EXTERNAL OUTREACH:

My team explores external resources to expand or challenge our thinking.



TRUST:

We share mutual respect and the belief that we can rely on each other to act in good faith.

Insight 1 – Freedom to Choose

- Designed to give employees choice and control of workspace
- One size does not fit all
- Result is mutual trust that teams get the work done where their best work happens

Make Trust
Tangible.

Factors: Trust and Social
Cohesion

Insight 2 – Open Source Information

- Majority of knowledge work happens on computers and can be difficult for exchanging ideas
- Design enables shared through transparency, accessibility, visibility, and social setting because some things are still better done in person.

Factor: Information Sharing

Share our
story.

Insight 3 – The Mentorship Model

- In today's economy, knowledge workers are encouraged to fail fast, fail better, and fail forward.
- We need space to be adaptable, more agile to increase modularity at work.
- A variety of spaces that enable private conversations, peer coaching, and modeling positive behaviors create a strong sense of support, and set the tone for continual growth

Fail
Forward.

Factor: Perceived Supervisory Support

Insight 4 – Social Networks in Space

- A vibrant social culture at work isn't just nice, it's a necessity.
- Countless studies have shown that it's how you recruit and retain top talent, increase team rapport, improve well-being and even help your people sleep easier at night
- Food, sunlight, and friends are the nutrients that allow healthy connections to grow and multiply. Because familiarity breeds understanding.

Factor: Social Cohesion



Get more
likes.

Insight 5 – Fresh Eyes See Things Differently

- Knowledge workers today are challenged to solve global problems, faster and smarter.
- This type of teaming requires seamless access to technology and collaboration, just steps away from focus.
- Because sometimes a fresh perspective is just what you need.

Bring the
outside in.

Factor: External Outreach

Insight 6 – A New North Star

- Today's shifting business landscape requires a team that shares a sense of purpose and a plan – no matter how the challenge evolves.
- This calls for spaces that allow quick teaming to happen in the flow of work, with easy access to the technology and tools to visualize the problem, and build consensus on how to solve it.
- Because the world can change in the time it takes to schedule a conference room.

Factor: Vision and Goal Clarity

Put your
heads
together.