

Coach the Motivation, Not the Behavior

Type 1

Acknowledge and celebrate successes. Be mindful of how you phrase constructive criticism. Their inner critic is already berating them and they feel what they do is never good enough. First ask what they thought they could have done better. Reframe "mistakes" as learning opportunities. Remind them they are good, regardless of their performance outcomes. Beware of perfectionist behaviors.

Type 2

Help them set personal boundaries and prioritize their needs and see that it's okay and necessary. Use the "sandwich method" (affirmation, feedback, affirmation) when telling them something that might discourage them. Discuss anything difficult in private. Express ways you appreciate them for who they are, not just what they do.

Type 3

Show them they are valued for who they are, not for what they do, but affirm their accomplishments. Beware of workaholic behaviors. Strive to see the true person beyond the façade they want you to see. They avoid failure at all costs, so help them see failure exposes areas for growth. Encourage them when you see that growth. Give specific and clear examples of what's expected of them.

Type 4

Tell them what you truly see and genuinely appreciate about them, but do not flatter. Ask about their emotions and give them space to work through them. Be patient as they try to express themselves. If they're melancholy, don't tell them to get out of it or that they're being too sensitive. If they become envious of others, remind them and acknowledge their uniqueness and what you value about them.

Type 5

Be brief and to the point. Give feedback in bullet points. If you see a need, provide for them in an unobtrusive way. Do not break their confidence (unless mandated to). Avoid things that would embarrass them or make them feel stupid in front of their teammates. Make them aware of long, hard conversations that will be had and how long it will take. Encourage to take time to recharge.

Type 6

Communicate honestly, clearly and directly. Don't judge them for their anxieties; show empathy, support and understanding. Don't force them to be optimistic, but patiently listen to their perspective. Listen to them and reassure them before giving an honest and non reactive perspective. Reassure them in their abilities. Allow them to share their thoughts while being a calm and steady presence.

Type 7

Sevens are long suffering. Keep their eyes on the big picture, which will allow them to endure and push themselves. Limit distractions when you want to get their attention. Bring in positive or affirming information before discussing negative information that might be difficult for them to hear. Listen to their grand goals without shutting them down. Make tasks or mundane drills interesting and fun.

Type 8

Be strong, direct, straightforward, authentic and truthful. Allow them control, where it can be given. Don't be intimidated by their aggression or passion, but look past their strong exterior. If they are overly blunt or assertive, they may not be angry, so ask clarifying questions to understand them. Be on their side. If they're vulnerable and open up to you, do not betray that trust.

Type 9

Ensure and remind them their voice and presence matters. Help them see they are depriving others by not showing up with all they have to offer. They "go along to get along" so take the time to help them discover their own goals and dreams. Validate their perspective before sharing an alternate view. Be patient and kind - pressuring them to be quick or decisive will only shut them down.



Want to learn more?

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