

"A valuable opportunity to trigger your personal and professional growth path."

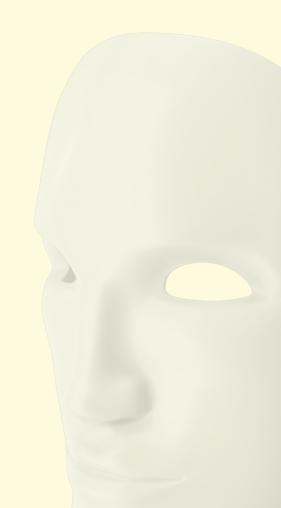
What is the Enneagram?

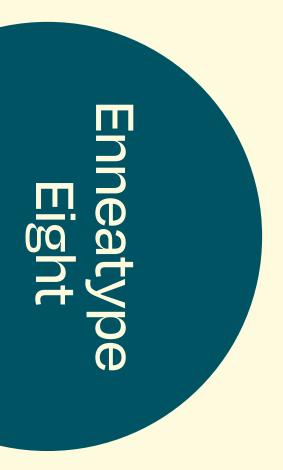
In times of great transformation sometimes we wish we had a tool to help us better read ourselves and others around us. Here is where knowledge of the Enneagram, a powerful tool for decoding why we are the way we are, our behaviour, how our character traits influence us in situations that bring us happiness or unhappiness, can come to our aid. It helps us to understand more deeply what we are afraid of and what we run away from, to identify our strengths on which to trigger change, how instead to recognise the traps we fall into.

Today there are many paths and tools for knowing ourselves: the Enneagram is among them. A tool of awareness for better self-knowledge and understanding of others who, like us, fall back into their automatisms and fears.

The Enneagram is a tool that identifies **9 main**personality types that lead back to a primary
conditioning aspect and automatisms that we
do not recognise and struggle to get rid of. From
childhood we have built defence mechanisms
that generate recurring compulsions and anxieties
whenever we are in trouble.

The power of the Enneagram is precisely its becoming a traveling companion at our service, valuable support because of its ability in reading us and others, and to guide us on how to work on the blocks and conflicts that prevent us from being as we would like to be.





Your test result is:

Enneatype Eight

The Leader

Enneatype Eight is one of the nine personality types described in the Enneagram system.

They are normally known as the **Leader**, the **Challenger**, the **Assertive**: they are characterised by a strong and decisive will, which manifests itself in all spheres of their life. Enneatype Eight is not afraid of conflict and always seeks to dominate the situation, often in a forceful and authoritarian manner. They are not afraid to express their opinion, even at the cost of encountering hostility from others.

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Enneatype Eight

Enneatype Eight is naturally endowed with strong self-esteem and decisionmaking ability. They are a charismatic and assertive leader, able to take charge and lead others toward common goals. When they complement these aspects with a great sense of justice and fairness, they can also translate them into a strong focus on ethical and social issues. Being, in fact, sensitive to injustice and abuse, they can often be found committed to the protection of the oppressed and marginalised. Enneatype Eight is ambitious: they are always looking for new challenges to face and goals to achieve; this results in a persevering and determined attitude, which often enables them to achieve great successes in life.

Enneatype Eight is characterised by **great courage** and a remarkable **ability to put aside one's fears and apprehensions** to face the challenges that life presents. They are resolute and able to act decisively even in complex or difficult situations.

They are often described as **domineering** and authoritarian; in fact, at times they may display an aggressive attitude that is prone to confrontation. Nevertheless, it is precisely this trait in their temperament that helps them feel energetic and strong, even if through overbearing or excessively brash attitudes.

Enneatype Eight can also be very **generous** and empathetic: they have a great desire to help others and protect loved ones, even at the cost of putting their own well-being at risk. They can put into action analytical skills (to carefully assess situations and to make wise and thoughtful decisions), pragmatism and efficiency (they are very detail-oriented).

Enneatype 1 Enneatype 2 Enneatype 3 Enneatype 4 Enneatype 5 Enneatype 6 Enneatype 7 Enneatype 8 Enneatype 9

Enneatype Eight does **not like to be controlled** and does not allow others to have power over them (in fact, this is their fundamental fear) whether it be psychological, social, financial, or occupational domination. Therefore, they strive to increase whatever power they have and keep it as long as possible.

They could be a general or a gardener, a small businessman or a tycoon, a family man or a religious leader: the important thing for them is to be in charge of something and to leave their mark.

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"They are naturally endowed with strong self-esteem and decision-making skills. They are a charismatic and assertive leader, able to take charge and lead others toward common goals without fear of entering into conflict to achieve them."

However, as already mentioned, Enneatype
Eight tends to have a strong sense of intimacy
and understanding of others, which manifests
themselves in an empathetic attitude and concern
for the welfare of loved ones, those people they
recognise in "their group," in "their circle." This also
makes them capable of very strong and lasting
emotional bonds. In fact, rather than a team leader
they tend to be, even in business, a "pack leader."
They hardly admit their mistakes, defending
themselves with denial. They are a great speaker
and storyteller and can appear quarrelsome and
short-tempered in certain situations. Under stress
they tend to close in on themselves and often
meditates revenge.

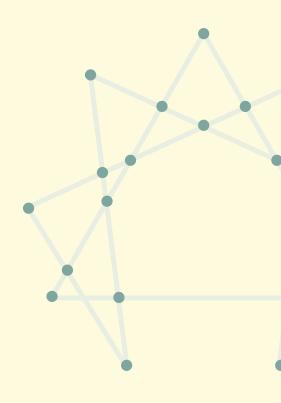
They can be an excellent friend and counsellor, and at work they are at their best in positions of responsibility. In communication they tend, in some cases, to be logorrheic or, at the opposite extreme, of very few very direct words.

Enneatype Eight is extraordinarily leathery and can endure considerable levels of stress and physical exertion without complaining; this trait in their temperament is a double- edged sword as it often leads them to take their own health and energy for granted, even underestimating those of those close to them.

They have a strong fear of being emotionally hurt and use physical force to protect their own feelings and keep others at an emotional distance safe. Beneath a façade of toughness, covered by a multilayered emotional armour and often deliberately harsh or irreverent language, lies their vulnerability.

An Enneatype Eight is often extremely dedicated to work, even at the cost of losing emotional contact with many people in their life. In particular, the very figures closest to them may become increasingly dissatisfied with this created situation. When this happens, Enneatype Eight feels misunderstood and usually distances themselves even more. Underneath their leathery exterior, they feel, in fact, hurt and rejected, although they rarely talk about it because they struggle to admit their vulnerability to themselves, let alone to others. Because they fear being rejected (left by their spouse, humiliated, criticised, fired or harmed in some way), they try to defend themselves by rejecting others first. The result is that Enneatype Eight generally remains stuck in its inability to connect with people, or to love, since love in its view would give others power to be able to control it.

Enneatype Eight tends to be **very determined** and **tenacious** about the goals they set for themselves and usually succeeds in achieving them even if this means working hard and without pause. This, in fact, is one of the hallmarks of this temperament, making it among the strongest and most resilient of all the nine Enneatypes.



Enneatype Eight tends to maintain a high degree of control in the environment, and when this control gets away from them, or needs to be reaffirmed, they can easily reach outbursts of anger. They sometimes express anger in a deliberately defiant or brash way, as a way to remind others who is in charge or to test and challenge new colleagues or acquaintances who do not yet know them well.

The more they reinforce their ego to protect themselves, the more sensitive they become to every slightest affront to their self-esteem, authority or pre-eminence (whether real or imagined). The more they try to make themselves insensitive to pain (both physical and emotional), the more emotionally closed it becomes, hardening like a rock. Enneatype Eight's desire to keep everything under control and do everything independently, without anyone's help, can prove counterproductive in certain situations. Being able to balance this excessive quest for control by asking for help when needed, or by simply trusting those around them more, could prove very helpful. Hence their search for loyalists to surround themselves with.

In summary

Enneatype Eight can successfully achieve their goals; they can be empathetic and generous, but their innate tendency to excel may lead them to assume an overbearing attitude that is easily prone to confrontation. In addition, the desire to maintain a certain level of control in various spheres of life can easily result in outbursts of anger. Indeed, it is important for them to find a balance so that their personality does not overly and unproductively burden others.

Strengths

of Enneatype Eight

The Enneatype Eight is **dynamic**, optimistic and enthusiastic, with a natural propensity to hold leadership positions. In this description, we will explore the strengths of the Type Eight, highlighting their behaviour, the emotions they feel, and the impact they have on relationships and society as a whole.

01.

Enneatype Eight likes to be in **control and** values their independence. They can be very protective of themselves and those they love. They are there. They make decisions and leads. They always have the situation under control,

keep calm even in the face of the most difficult situations and does not let emotions prevail; they are not immune to critical issues, yet they know how to handle them, makes the right decisions and finds the most suitable solutions.

02.

Enneatype Eight is assertive, determined and action-oriented, but can also become domineering and impatient when they feel threatened. They want to be self-sufficient and influential. They want to live their life asserting and exposing themselves in a direct and

concrete way. They know they want to achieve their goals, and they will invest all the energy at their disposal into them. Perseverance goes hand in hand with motivation. They know how to make both quick and well-thought-out decisions.

03.

Enneatype Eight is assertive, direct, outspoken, determined, tenacious and demands the same of others. They feel strong, resourceful, and with a great inner drive that directs and empowers

them to action. They are a responsible builder who fully involves themselves in whatever they do, takes charge of situations and brings to fruition what they undertake.

04.

Enneatype Eight is passionate, pragmatic and able to stand up for others and support them in their personal growth. They can listen carefully to others, understand their needs and concerns, and does their best to help and support them by developing an only seemingly unusual

empathic trait. In fact, emotional intelligence is fundamental to this Enneatype: they are perfectly capable of recognising and managing their own emotions, understanding the moods of others, and building meaningful and effective relationships.

05.

Enneatype Eight learns from challenges and difficulties to be **resilient**: they face life with grit and determination to learn how to overcome their weaknesses. They cultivate **great resilience**: they are able to understand and take advantage of the opportunities that life provides to achieve personal and business success. Positive and

constructive in temperament, they tend to see the glass half full, analyse problems at their root and always try to find the best solution, even in the certainty that successes do not come without effort and sacrifice. Enneatype Eight espouses the above characteristics, but is **never satisfied with themselves**; they continually work on their skills and have continuous improvement as their goal. They always try to do their best, encourages others to do the same, and strives to achieve desired goals with determination, emotional intelligence, self-awareness, adaptability, and resilience.

When they lose connection with their inner sense of **strength** and **vigour**, they feel the need to defend themselves and govern their life and destiny so as not to be harmed.

Sometimes Enneatype Eight begins to believe that in order to survive, the best defence is to attack and that they will only be heard if they assert themselves. Therefore, they may become overly focused on trying to make room for themselves, convinced that justice deferred is justice denied. They strive to always be a rock, persuaded that they need no one and that it is others who need them.

For Enneatype Eight, everything becomes a matter of power: they are always trying to prove their strength through action and the accomplishment of their undertakings, risking becoming overly authoritarian, strategic, challenging, and decision-making. They can become individualistic, pragmatic, resourceful and bold.

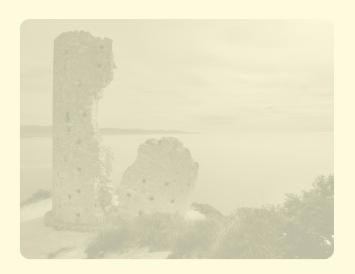
In summary

Enneatype Eight has a **strong sense of self-awareness**. It is important for it to learn about its own limitations, strengths and weaknesses in order to improve its behaviour in every area of life.

Check
(Determin)action
Resilience
Decision
Assertiveness

Weaknesses of Enneatype Eight

The Enneatype Eight is often characterised by a range of behaviour that can be detrimental to their personal, relational, and professional spheres. Enneatype Eight often comes across as an uncompromising person who defends their positions strongly and is unwilling to listen to others.



01.

Enneatype Eight often takes refuge behind the armour of strength, determination and self-sufficiency. It needs to appear strong and show that it does not need help from others. This may stem from a fear of showing themselves to

be vulnerable or weak, or a fear of being taken advantage of by others. They often present themselves with serious, assertive features, who is not given smiles or moments of leisure.

02.

Enneatype Eight can appear overbearing, authoritarian and unwilling to compromise. It often feels entitled to impose themselves on others, ignoring their needs or wishes. This attitude can create interpersonal conflicts and

make it difficult to build authentic and lasting relationships. The practice of active listening can be a good resource for learning to listen to others and manage one's feelings of frustration.

03.

Enneatype Eight may exhibit a **vindictive trait** that often leads them to harbour feelings of resentment toward others and to want to return offences suffered, including through violent or destructive actions. This can cause further damage to social relationships, often ending up isolating them. They may therefore be belligerent, highly competitive and aggressive,

very committed to proving that they can outdo others and succeed in any circumstance. This attitude can make collaboration and teamwork difficult, often ending up alienating others and causing dissatisfaction at work or in daily life.

04.

Enneatype Eight may **not** be able to recognise the value of others precisely because they see them as a threat to their own personal freedom, property, or well-being. This attitude may make it difficult to create positive and lasting relationships, as they are unlikely to invest time and energy in relationships that do not reflect their expectations. This rigid attitude may have some origins, including authoritarian upbringing

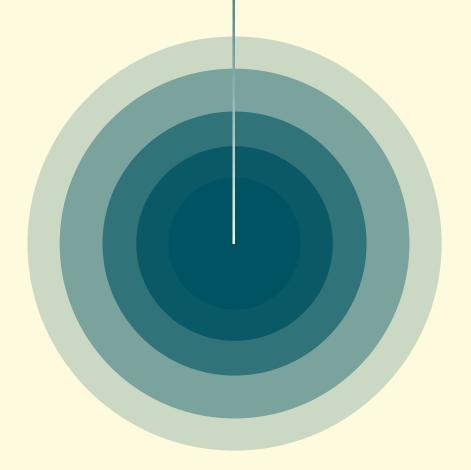
received at a young age, experiences of failure, or feeling threatened by other individuals. To change, Enneatype Eight must do introspection work by trying to understand the root of their behaviour and emotions. It may be helpful to seek professional help, such as a therapist or coach, to address these issues on a psychological level and build new skills.

05.

Enneatype Eight struggles to open up and be flexible. Mindfulness practice can be an aid in recognising one's thoughts and emotions,

learning to control one's reactions and avoid impulsive behaviour.

Prepotency
Seriousness
Vindictiveness
Impulsivity
Conflicts



In summary, Enneatype Eight is often a harsh and rigid temperament, at times vindictive and overbearing, often belligerent and possessive. It can overcome these traits through introspective work, practicing mindfulness, and acquiring new strategies for relating to others. Commitment and perseverance are required to overcome these behaviours, but the result can be the creation of more genuine and deeper interpersonal relationships, reduced stress and distress combined with a greater sense of personal well-being and satisfaction with life.

Conflict management

of Enneatype Eight

01.

The Enneatype Eight shows themselves to be strong and assertive but also tough and rigid, at times vindictive and possessive; in business, they can manage conflict in coworker relationships by using a range of effective strategies that take into consideration the needs of all parties involved and aim for constructive problem resolution. In this detailed description, we will explore how a person with these characteristics manages conflict, examining the emotional, behavioural reactions and challenges they faces in the process.

The Enneatype Eight is able to recognise when a conflict between colleagues occurs and either intervenes to resolve it before it becomes uncontrollable, or disregards it completely if it is not within their battle territory(s).

Their ability to carefully observe the work environment allows them to identify critical situations; they have the ability to listen to the people involved in the conflict, trying to understand their position and concerns. This helps to open a channel of communication and promote constructive dialogue between the parties by becoming a point of reference.

02.

It is important for the Enneatype Eight to be able to maintain a neutral, objective and nonjudgmental attitude so as to create a safe environment in which people feel free to express their emotions and needs. It can make use of negotiation strategies to try to find a solution to the conflict that meets the needs of all parties involved through constructive dialogue and identification of areas of compromise between people. This type of approach requires time and attention to understanding everyone's needs and possible solutions that can bridge people. It knows how to be a solution builder and mediator where situations and people are managed strategically with clear objectives.

03.

When an Enneatype Eight encounters hostility and aggression in one of the protagonists of the conflict, they may need to adopt a tougher and more rigid approach. In such cases, they show their strength and determination through a firm attitude that sets clear limits and does not accept inappropriate behaviour. For example, if a colleague deviates from the rules with others, even implicit and unwritten ones, the Enneatype Eight can firmly indicate that they will not tolerate this kind of behaviour and that the colleague must comply with such rules, of which the Enneatype Eight is often the dispenser of exceptions. This attitude can help establish a clear boundary between what is acceptable and what is not, so that the conflict can be resolved fairly for all parties involved, often with the very intervention of the Enneatype Eight's informal decision-making. Therefore, it is important for them to be able to manage their emotions by avoiding being overwhelmed by anger or resentment, as such attitudes instead of resolving can lead to further worsening of the conflict.

04.

To manage one's emotions effectively, Enneatype Eight can resort to relaxation techniques such as meditation or deep breathing. These techniques help defuse stress and emotional tension, allowing one to remain calm and cool-headed even when faced with difficult situations.

It is important for Enneatype Eight to learn how to manage one's ego in conflicts, particularly when one refuses to give ground or admit one's mistakes. This kind of attitude can prevent the resolution of a conflict and fuel tension between the people involved. Therefore, it is important that they learn to handle conflicts constructively, using their assertiveness to resolve issues fairly and justly. When they succeed in their intentions, they know how to be a skilful strategist of other people's conflicts.

In **summary**, Enneatype Eight can manage conflict in coworker relationships in the company through the use of a combination of effective strategies: the ability to recognise conflict, the ability to listen to those involved, the use of negotiation plans, the use of authority when necessary, managing one's emotions, and knowing how to avoid selfishness and resistance to change.

The important thing is that they always remain focused on resolving conflict and creating a harmonious and cooperative work environment among colleagues, rather than entrenching themselves in sterile positions solely of demonstrating strength.

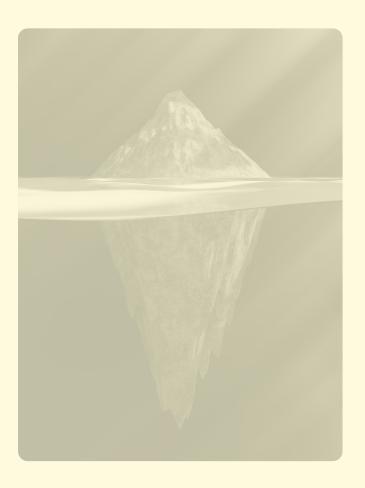
Work independently

The Enneatype Eight can be an asset within a company, but they must also be **able to work autonomously** without creating conflicts or problems with colleagues, maintaining a humble attitude and open to discussion. In particular, we will examine the behaviour, challenges, and strategies they can adopt to succeed in work situations where autonomy is required.

First, Enneatype Eight is **independent** and knows how to take initiative, work independently and solve problems without having to depend on others.

Because of their charisma and energy, they are able to effectively communicate their ideas and motivate others to follow them.

They are able to plan and organise their work effectively, identifying priorities and managing time efficiently. When they can do this in a balanced way (not easy for them) they are able to avoid stressful and overworked situations that could lead them to aggressive or vindictive behaviour.



Enneatype Eight is able to **make quick but thoughtful decisions** based on logic and analysis of available data; this supports them in avoiding impulsive or reactive behaviour that could create tensions with colleagues or jeopardise the achievement of business goals.

The ability to work independently also requires the ability to communicate effectively with colleagues and hierarchical superiors. The Enneatype Eight should be able to express their opinions clearly and convincingly, but avoid being confrontational or confrontational; in addition, it is important that they be able to listen to the suggestions and criticisms of others without feeling threatened or attacked.

Enneatype Eight should also possess a thorough understanding of their role and responsibilities within the organisation. This enables them to act with maximum autonomy and to make informed decisions consistent with the company's goals. In addition, it is essential that they be able to adapt to changes and unexpected challenges, without losing their trademark coolness and determination. This involves the ability to deal flexibly with unexpected situations, find creative solutions to problems, and work effectively under pressure.

ENNEATEST | WORK INDEPENDENTLY

The ability to work independently also requires a strong dose of **self-discipline** and **self-control**. Enneatype Eight should be able to manage their emotions and avoid reacting impulsively or disproportionately to stressful or critical situations. This requires ability to manage one's aggression and tendency for revenge, avoiding destructive or harmful behaviour to self and others. Finally, they should further be able to evaluate themselves and continually seek to improve, taking responsibility for their mistakes and learning from their experiences.

It is important to add that if an Enneatype Eight is at middle or low hierarchical levels, where the area of influence of others above them may be important, it becomes essential for the manager who manages them to give them wide and clear spaces to work in autonomy and delegation communicated to others as well. This will allow them to express qualities and potentialities typical of an Enneatype Eight, without going into distress at being subjected to roles higher than their that might coordinate or command them.



In summary

Enneatype Eight can work independently in the company by following a few simple rules, which include the ability to plan and organise one's work effectively, make quick and thoughtful decisions, communicate clearly and effectively with colleagues and hierarchical superiors, know one's role and responsibilities within the organisation thoroughly, adapt to changes and unexpected challenges, manage one's emotions, and self-assess oneself while striving for constant improvement. The important thing is that they are focused on the company's goal and the success of their own work, avoiding conflicts or problems with colleagues and trying to work cooperatively and synergistically with other members of the organisation. Crucially, for those who delegate authority to them, make extremely clear the boundaries and the perimeter where Enneatype Eight is to exercise their authority.

Teamwork

Teamwork for Enneatype Eight can prove to be a great challenge. They will hardly agree to concede positions or situations to others, even temporary decisions that they will have to endure. If it is teamwork among peers or of equal rank, it will not be uncommon for them to openly or behind the scenes organise their faction against those they feel are against them in order to informally obtain that decision that formally they would not have the authority to obtain.

On the other hand, as far as working with their team is concerned, the Enneatype Eight will tend to give ample space to those figures most able to contribute to the achievement of the set goals. They will not disdain expanding the number of people on the team, but always as long as their leadership is never questioned.

In fact, for Enneatype Eight, managing teamwork more than for the other profiles becomes an exercise of leadership to direct all resources accessible to them to victory in the field.

This is precisely why they know how to create a strong team spirit and can also create winning narratives about their team's accomplishments, more to reinforce the internal spirit than to sell their successes to the outside world. This team spirit they tend to create with very strong bonds of loyalty to their leadership generate great resilience of individual members because of the strength and leadership that Enneatipo Otto can bring to bear.



Their tirelessness can often become a limitation to the people on the team if they cannot adjust to their pace. This ability to withstand work overload, both physical and psychological, sometimes becomes for Enneatype Eight almost a yardstick for recognising or not recognising a person's suitability for membership in their team.

In the case of an Enneatype Eight with a more introverted character, their at least perceived **lower** ability to listen and empathise may limit the sense of belonging of the people on the team, who will provide support and participation more out of fear or duty than out of sincere motivation.

In summary

For The Enneatype Eight, the challenge of working in a team translates, when the team is led by them even formally, into applying their strengths by decisively guiding the team toward goals. When, on the other hand, it is peer-to-peer teamwork, then the Enneatype Eight will have to try to impose their informal leadership by seeking a balance between different positions and choices contrary to their own that might arise, without generating immediate conflict responses when this happens.

Ability to delegate

An Enneatype Eight might find it difficult to delegate in a work context because they might view this activity as a form of loss of control. However, if they learn to delegate strategically and thoughtfully, they could gain a number of benefits: reducing stress, increasing efficiency and productivity, improving leadership, promoting teamwork, and creating a positive and collaborative climate within the organisation.

The first step in learning how to delegate effectively is to **select people carefully**. It is critical that certain tasks be assigned to the most competent and reliable team members also based on their skills and motivation, ensuring that they are able to complete the assigned tasks professionally and accurately. The Enneatype Eight can succeed through a thorough evaluation of the delegated person's resume, references, and skills. Later, over time, for them, the parameter of loyalty to them is added, which often becomes unavoidable.

Once they have selected the right employees, they should then provide them with appropriate training. In this way they allow understanding of the needs, goals and expectations of the organisation in order to complete the assigned task efficiently and effectively.

It is important that Enneatype Eight does not try to delegate all tasks at once, but rather plans the delegation process gradually so as to ensure effective assessment of the situation and proper distribution of responsibilities. It should provide its employees with a clear goal to achieve, giving them specific instructions and guidance on which path to follow. In addition, they may require periodic review of the task performed to ensure that the work has been completed accurately and on time. They will tend to be extremely picky about inaccuracies or mistakes due to trivial reasoning or lack of motivation. Sometimes, Enneatype Eight minimises this phase of gradual insertion because "throwing the employee in the water to see if they can swim" is a way for them to test them and see their reactions.

Enneatype Eight should therefore be prepared to accept that their co-workers handle assigned tasks independently, without insisting on having total control over the situation. Delegation requires trust in the work of others and the ability to allow leeway to solve any problems.



One of the challenges of delegation for Enneatype Eight, which may cause them difficulty in conceding a share of control, is to recognise when their wanting to control every little detail may cause not only undue pressure and stress for the delegated person, but also inefficiency and low productivity. It is therefore advisable for them to develop a control mechanism to monitor the work performed, but without encroaching on the autonomy of their coworkers and causing frustration and demotivation in this delicate balance.

Enneatype Eight should be able to recognise their own limitations. If their **intransigence** and stubbornness prevent the achievement of goals or cause conflicts with co-workers, it is important to step up and admit their mistake and try to remedy it and give other co-workers a chance to take initiative.

Their **frankness** and **assertiveness** even toward themselves can come back to them as a great help in maintaining the trust of co-workers.

In summary

Learning to delegate effectively requires a thoughtful, patient and strategic approach on the part of Enneatipo Eight: it is important for them to be able to select their employees carefully, provide them with appropriate training, clarify the goals to be achieved, ensure a control mechanism to monitor the work being done, and allow adequate leeway for their employees. However, they must also recognise and correct any behaviour that could impede the success of the organisation in order to create a positive and collaborative climate within the company. In case of delegation received, it is essential that they are well defined and communicated the perimeter in which to move, which will become their territory for them.

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Conclusions

Enneatype Eight is characterised by a strong and decisive will, which manifests themselves in all spheres of their life. They are not afraid of conflict and always seeks to dominate the situation, often in an energetic and authoritarian manner. Their innate **tendency to excel** may lead them to assume an overbearing attitude that is easily prone to confrontation.

Enneatype Eight always tries their best, encourages others to do the same, and strives to achieve desired goals with determination, emotional intelligence, self-awareness, adaptability, and resilience.

It can come across as harsh and rigid, at times vindictive and overbearing, often belligerent and possessive.

Overcoming these limitations requires introspective work, the practice of mindfulness, and the acquisition of new strategies for relating to others.

In managing conflict, some useful strategies for them are recognising conflict, listening to those involved, using negotiation strategies, using authority when necessary, managing one's emotions, and avoiding selfishness and resistance to change.

The Enneatype Eight can work autonomously in the company by following some simple rules, which include: the ability to plan and organise one's work effectively, to make quick and thoughtful decisions, to communicate clearly and effectively with colleagues and hierarchical superiors, to know one's role and responsibilities within the organisation thoroughly, to adapt to changes and unexpected challenges, to manage one's emotions, and to self-assess and seek constant improvement.

With regard to delegation, the Enneatipo Eight must be able to select their employees carefully, provide them with appropriate training, clarify the goals to be achieved, ensure a control mechanism to monitor the work done, and allow adequate leeway for their employees without transferring exaggerated pressure on them to make mistakes.

The Enneatype Eight who knows how to express their potential to the fullest can be a **highly valuable** resource for themselves and the people who refer to them and about them, both in personal and in professional and corporate settings.

