

THE PATTERN PROBLEM

Why Great Teams Get Stuck and How the Enneagram Gets Them Moving Again

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Most teams don't have a talent problem.
They have a pattern problem.

These aren't personality flaws, and they aren't the whole person either. They're predictable patterns with a name.

Different people are wired to notice different things, protect different things, and react differently under pressure. And when a team can't decode those differences, cognitive diversity feels like friction instead of leverage, meeting after meeting.

This keynote gives you a way to decode what's actually happening between the people on your team. Not another personality quiz, but a proven map for reading the motivations and fears driving behavior in the place.

Once you have it, the differences that used to feel like conflict become the reason your decisions get sharper, your trust gets faster, and your team stops relitigating the same arguments.

KEY TAKEAWAYS (YOU'LL LEAVE WITH)

- ☑ **A framework for what's really driving the behavior on your team.**
The nine patterns underneath what people say and do.
- ☑ **A way to decode friction between different people instead of managing its symptoms.**
Read team dynamics at the level of motivation, not just behavior.
- ☑ **A playbook for turning cognitive diversity into leverage.**
Faster trust, sharper delegation, conflict that resolves instead of repeats.
- ☑ **A path for bringing this into your organization** and building on it long after the keynote ends.

Susan Drumm is a CEO Advisor, **USA Today** bestselling author of *The Leader's Playlist*, and Master Certified Coach. A Harvard Law graduate, she has coached billionaire CEOs and executive teams at Oracle, KPMG, ViacomCBS, Cisco, L'Oréal, A+E Networks, and Etsy. She hosts *The Enlightened Executive*, a podcast ranked in the top 1.5% globally.

"Susan helped us learn our working styles through the Enneagram... an essential part of our turnaround strategy for the business."

Rob Tarkoff, EVP & GM, Oracle Corporation

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CONNECT@SUSANDRUMM.COM