

## Cool Blue concerns

- Let them fully air their view
- Don't feel personally interrogated by their questions
- Try not to make light of their concerns or their serious manner

## Earth Green concerns

- Show your concern by opening the conversation
- Hold space for them to be emotional
- Offer reflection time before resuming the conversation

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## Fiery Red concerns

- Hold tight while they blow off steam
- Assign tasks to appeal to their desire for control
- Deliver short factual updates regularly

## Sunshine Yellow concerns

- Let them talk it out – a lot
- Know their light-hearted manner masks their concern
- Assure them their input is important as solutions are suggested