

## From Generic to Genius: How Ntrinsx-Augmented ChatGPT Transforms Team Management with Personalized Insights

By Bob Hill, Ntrinsx Founder and CEO | January 2025

*This article explores the significant differences in results between generic ChatGPT and the Ntrinsx Virtual Coach (VC), which personalizes ChatGPT, highlighting how that transforms communication, decision-making, and team dynamics in professional environments.*



*As the team leader speaks, team members process what he says in accordance with their own values.*

As artificial intelligence continues to revolutionize the workplace, tools like ChatGPT have emerged as powerful solutions for answering questions, offering advice, and assisting with tasks. However, while generic ChatGPT and AI tools like it excel at providing generic information and theoretically logical solutions, it operates without the ability to personalize its advice. In contrast, by using the Ntrinsx model to train ChatGPT on the nuances of human behavior and the values of specific individuals, we are able to deliver a unique and powerful level of interpersonal intelligence in real time interactive decision-making.

The Ntrinsx model uses four colors to characterize a person's temperament—Gold, Green, Orange, and Blue—making it easy to relate behaviors to values associated with a person's temperament. By integrating the Ntrinsx Color Model into its functionality, ChatGPT can deliver responses that are more personalized, empathetic, and actionable, improving the utility and effectiveness of AI in team and performance management.



## **Personalized Responses vs. Generalized Advice**

Generic AI provides answers based on patterns in its training data, offering logical, fact-based responses that are broadly applicable to a wide range of situations. While these responses may be useful, they lack the nuance needed to address the unique motivations, preferences, and values of the individuals involved. For example, when a manager asks Chat GPT how to provide feedback to an employee, it might suggest generic best practices such as delivering constructive criticism in private, using a positive tone, or providing actionable steps for improvement. These suggestions are helpful but fail to consider the temperament of the person receiving the feedback.

ChatGPT augmented by the Ntrinsx model (Ntrinsx VC) delivers tailored insights that align with the intrinsic motivations of the individual in question. By identifying an individual's dominant Color—whether Gold, Green, Orange, or Blue—the augmented version can recommend feedback strategies that resonate on a deeper, more personal level. For instance, it might advise delivering highly structured, step-by-step feedback to a Gold employee who values clarity and accountability, while suggesting a more casual, dynamic approach for an Orange employee who thrives on spontaneity and action. By tailoring its responses to the specific needs and values of the person being coached, the Ntrinsx VC produces results that are highly relevant, engaging, and actionable, leading to better outcomes.

## **Enhanced Empathy and Behavioral Understanding**

Another key difference lies in the ability to interpret and respond to behavioral tendencies. Generic ChatGPT provides surface-level empathy through polite and supportive language but lacks the capacity to adapt its tone or recommendations based on an individual's intrinsic values. This can result in advice that, while well-meaning, may not resonate with the emotional or behavioral context of the user. For example, a generic response to resolving a workplace conflict might emphasize the importance of active listening and compromise, without considering how different temperaments perceive conflict or approach resolution.

With the integration of the Ntrinsx model, ChatGPT becomes a **behaviorally intelligent AI** that accounts for individual differences in conflict resolution, communication, and stress management. It understands that a Gold team member may view conflict as a disruption to order and prefer a resolution based on rules and fairness, while a Blue team member may feel emotionally impacted and prioritize restoring harmony. Similarly, a Green individual may focus on logical solutions, and an Orange individual may seek quick, actionable resolutions. By tailoring its advice to these intrinsic values, the Ntrinsx VC fosters greater

trust, understanding, and collaboration, addressing not just the practical aspects of conflict but also the emotional and relational dynamics at play.

### Improved Team Dynamics

Generic ChatGPT provides generalized advice on managing teams and resolving conflicts, offering strategies such as encouraging open communication, setting clear expectations, and fostering a positive work environment. While these suggestions are helpful, they lack the depth required to address interpersonal dynamics based on differing values within a team.

The Ntrinsx VC excels in navigating complex team dynamics by identifying how different Colors interact and providing guidance on how to leverage those differences. For example, in a team with a highly structured Gold member and a free-spirited Orange member, the Ntrinsx Virtual Coach might recommend creating a balance between structure and flexibility—such as establishing clear deadlines (to satisfy Gold) while allowing creative freedom in how tasks are completed (to engage Orange). By addressing the unique needs of each team member and fostering mutual understanding, Ntrinsx VC helps managers create **cohesive, high-performing teams** where individual strengths are celebrated, and potential conflicts are mitigated.

### Targeted Motivation and Engagement Strategies

Motivating and engaging employees is another area where the results of generic ChatGPT and Ntrinsx VC differ significantly. Generic ChatGPT provides broad strategies, such as recognizing employee achievements, offering professional development opportunities, or fostering a positive work environment. While these ideas are sound, they do not account for the fact that different individuals are motivated by different intrinsic values.

Ntrinsx VC on the other hand, provides **highly targeted motivational strategies** that align with each individual's dominant Color. For example:

- For a **Gold team member**, it might recommend structured recognition programs that highlight reliability and consistency, such as "Employee of the Month" awards based on measurable outcomes.
- For a **Green team member**, it might suggest offering opportunities for independent problem-solving or advanced training that challenges their intellect.
- For an **Orange team member**, it might emphasize energizing tasks, friendly competition, or immediate rewards for accomplishments.

- For a **Blue team member**, it might advise prioritizing relational recognition, such as heartfelt thank-you notes or public acknowledgment of their positive impact on the team.

By aligning motivational strategies with individual values, Ntrinsx VC ensures **higher levels of engagement, satisfaction, and productivity**.

### **Managerial Effectiveness as Coaches**

Generic ChatGPT provides managers with useful but generic coaching advice, such as setting clear goals, offering regular feedback, and encouraging professional growth. While helpful, this advice lacks the specificity needed to guide managers in becoming truly effective coaches who can unlock the full potential of their teams.

With the integration of the Ntrinsx model with ChatGPT, Ntrinsx VC serves as a **virtual coaching assistant** that equips managers with **customized coaching strategies** for each team member. For example:

- It might advise coaching a Gold team member by setting clear expectations and following up with structured accountability measures.
- For a Blue team member, it might recommend emphasizing emotional support and maintaining a positive, collaborative tone during coaching sessions.
- For an Orange team member, it might suggest using dynamic, results-driven coaching techniques that focus on immediate impact.
- For a Green team member, it might highlight the importance of presenting logical reasoning and allowing autonomy in problem-solving.

This level of **personalized coaching support** helps managers build stronger relationships with their team members, leading to better performance, trust, and loyalty.

### **Reduced Turnover**

One of the most significant differences in results between the two versions of ChatGPT is their impact on **employee retention**. Generic ChatGPT provides general advice on improving workplace culture and engagement, but it lacks the ability to address the deeper, intrinsic needs of employees. As a result, its suggestions may not resonate with employees on a personal level.

The Ntrinsx VC, by contrast, helps managers create environments where employees feel **understood, valued, and aligned with organizational goals**. By addressing the unique motivations of each team member, it fosters a sense of purpose and belonging, reducing



the likelihood of disengagement or turnover. Employees are far more likely to stay in environments where their intrinsic values are recognized and respected.

## CONCLUSION

The difference in results between generic ChatGPT and ChatGPT augmented by the Ntrinsx model lies in the **depth of personalization, behavioral insight, and actionable intelligence** that the latter provides. While generic ChatGPT excels at providing broad, generalized advice, the Ntrinsx VC transforms AI into a powerful tool for personalized coaching, team management, and conflict resolution. By incorporating the Ntrinsx Color Model, the Ntrinsx-augmented ChatGPT delivers responses that resonate with individuals' intrinsic values, resulting in better communication, improved team dynamics, higher productivity, and reduced turnover. For organizations seeking to elevate their management practices and foster a more engaged workforce, the Ntrinsx VC offers a truly transformative solution. In essence, the Ntrinsx model transforms ChatGPT from a generalized AI tool into a more nuanced and human-centered solution.

*Bob Hill is the Founder and CEO of Ntrinsx, a company that specializes in providing online assessments, training, and AI-based leadership tools designed to help individuals and teams understand and leverage intrinsic values to improve communication, collaboration, and workplace culture. Under his leadership, Ntrinsx focuses on innovation in social intelligence and microlearning, supporting over 100 languages and offering tools for both corporate and family settings.*

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