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Scott K. Wilder

Group Manager of Intuit's QuickBooks Online

Small Business Community and Collaboration website

Scott K. Wilder is currently the Group Manager of Intuit's QuickBooks Online Small Business Community and Collaboration website. Before working at Intuit, he was the Vice President of Marketing and Product Development at KBtoys.com and eToys. He has held numerous senior management positions at America Online, Apple Computer, Silicon Graphics, Borders.com and American Express. When Scott worked at America Online and its subsidiary, GNN.com, Scott was involved in creating the first online advertisement and commercial website. Scott received master's degrees from The Johns Hopkins University and New York University. He also holds a degree in Leadership Coaching from Georgetown University. Scott is an advocate for use of the Enneagram – in one's personal and professional life. He recently shared his thoughts on the Enneagram and its use at Intuit.

His Introduction to the Enneagram

“I've always been interested in personal development and team dynamics. When I moved to California from the East Coast in 1991, I was given the name of person who might be helpful with my intuitive studies – who turned out to be Helen Palmer. I'd studied Myers Briggs and initially viewed the Enneagram as another type of profiling tool. However, I discovered with time that the Enneagram brings a lot more to the table – in terms of both career and personal growth.”

Use as a Profiling Tool

“The Enneagram resonates with me more than other profiling tools. It is deeper and more complex in terms of the information it reveals, offering insights into people's strengths as well as when outside in their comfort zones. It also focuses on one's behavior when interacting with others. The narrative tradition provides an approach that allows you to see yourself in the mirror. I participated in a panel of other Style 7 people and saw other people so much like me.”

In the Workplace

“I was intrigued that the Enneagram was used very little in the business environment. Intuit has a strong learning culture and embraces the “learn, teach, learn” philosophy. The company has its own profiling methodology called “Colors.” Everyone at Intuit is trained in it. However, I also introduced the Enneagram to my team which is dispersed in various parts of the country and made up of people of all cultures and backgrounds. We used it when we were forming our team and it helped create an open environment and accelerated our understanding of each other.”

Employee Satisfaction

“When surveyed on their satisfaction with work, their company, opportunities for growth, and interaction with their managers – our team members had their highest employment engagement scores at Intuit. I believe use of the Enneagram had a lot to do with this by creating an open environment. When asked by other managers about these high scores, I attributed it to our work with the Enneagram.”

Scott Wilder