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## Overcoming the Five Dysfunctions of a Team



**Dysfunction #1: Absence of Trust**—Members of great teams trust one another on a fundamental, emotional level, and they are comfortable being vulnerable with each other about their weaknesses, mistakes, fears, and behaviors. They get to a point where they can be completely open with one another, without filters.

**Dysfunction #2: Fear of Conflict**—Teams that trust one another are not afraid to engage in passionate dialogue around issues and decisions that are key to the organization's success. They do not hesitate to disagree with, challenge, and question one another, all in the spirit of finding the best answers, discovering the truth, and making great decisions.

**Dysfunction #3: Lack of Commitment**—Teams that engage in unfiltered conflict are able to achieve genuine buy-in around important decisions, even when various members of the team initially disagree. That is because they ensure that all options and ideas are put on the table and considered, giving confidence to team members that no stone has been left unturned.

**Dysfunction #4: Avoidance of Accountability**—Teams that commit to decisions and standards of performance do not hesitate to hold one another accountable for adhering to those decisions and standards. What's more, they don't rely on the team leader as the primary source of accountability, they go directly to their peers.

**Dysfunction #5: Inattention to Results**—Teams that trust one another, engage in conflict, commit to decisions, and hold one another accountable, are very likely to set aside their individual needs and agendas and focus almost exclusively on what is best for the team. They do not give in to the temptation to place their departments, career aspirations, or ego-driven status ahead of the collective results that define team success.



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## 4 Hour Program Agenda

### ***Workshop Segment***

### ***Estimated Time***

#### **OPENING THE WORKSHOP**

10 Minutes

#### **TEAM ASSESSMENT**

60 Minutes

- \* Individuals Complete Mini Team Assessment, Score the Assessment
- \* Introduce 5 Dysfunctions Model
- \* Discuss Individual Team Assessments

#### **FUNDAMENTAL #1: BUILDING TRUST**

20 Minutes

- \* Personal Histories Exercise

#### **FUNDAMENTAL #2: MASTERING CONFLICT**

40 Minutes

- \* Conflict Norming Exercise
- \* Conflict Resolution Model

#### **FUNDAMENTAL #3: ACHIEVING COMMITMENT**

45 Minutes

- \* Brief Explanation of Commitment Clarification, Cascading Communication, SMART Goals
- \* Rules of Engagement Exercise

#### **FUNDAMENTAL #4: EMBRACING ACCOUNTABILITY**

20 Minutes

- \* Explain Team Member Feedback Exercise

#### **FUNDAMENTAL #5: FOCUSING ON RESULTS**

20 Minutes

- \* How to Establish a Team Scoreboard

#### **CLOSING THE WORKSHOP**

15 Minutes

- \* Personal Commitments
- \* Cascading Communication
- \* Closing Statements

