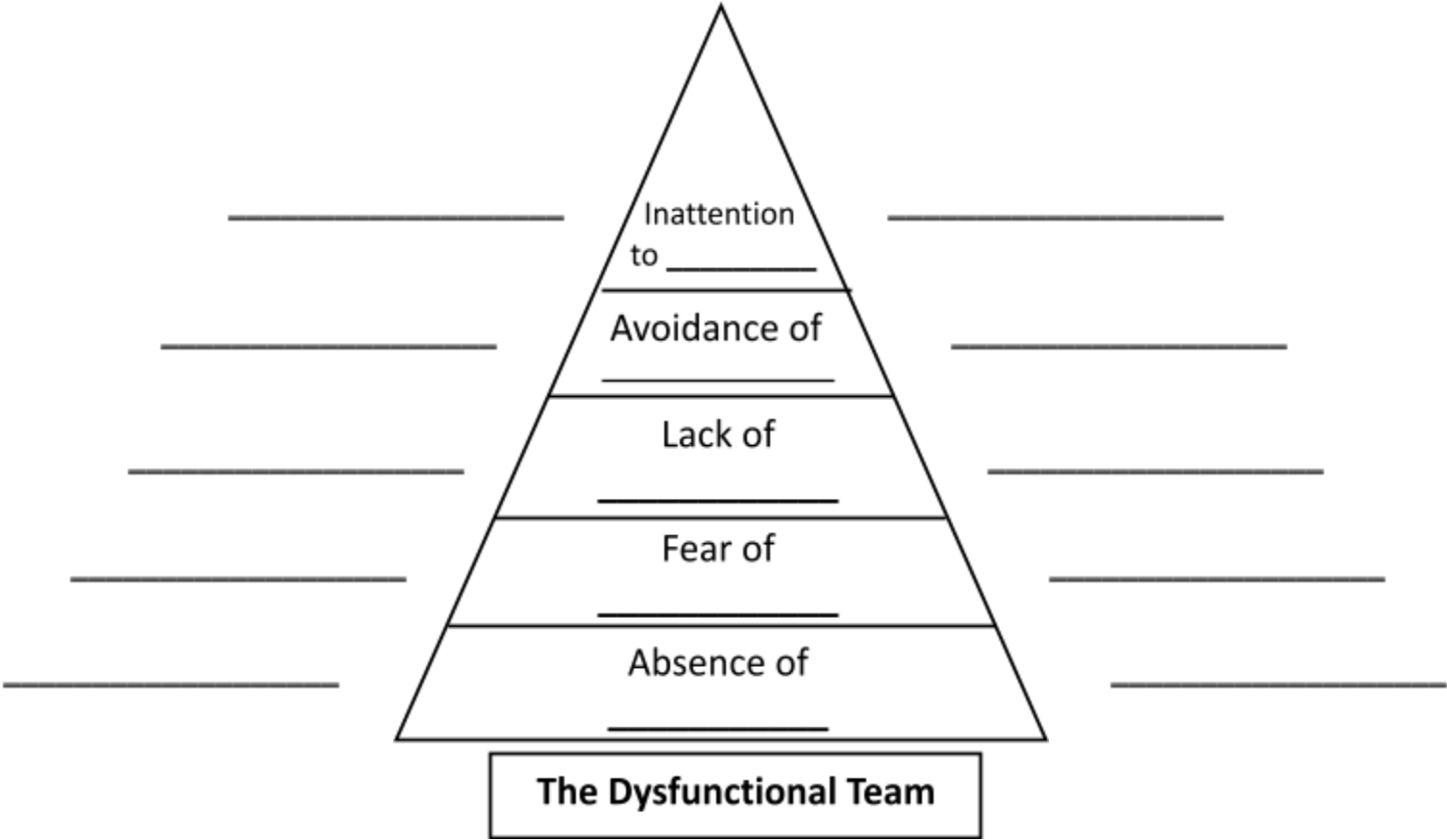


The Five Dysfunctions of a Team

Adapted from Patrick Lencioni's book

Driving Need

Role of Leader



Members of trusting teams...

- Admit weakness and mistakes
- Ask for help
- Accept questions and input about their areas of responsibility
- Give one another the benefit of the doubt before arriving at a negative conclusion
- Take risks in offering feedback and assistance
- Appreciate and tap into one another's skills and experiences
- Focus time and energy on important issues
- Offer and accept apologies without hesitation
- Look forward to meetings and other opportunities to work as a group

Teams that engage in conflict...

- Have lively, interesting meetings
- Tap into the ideas of all team members
- Solve real problems quickly
- Minimize politics
- Put critical topics on the table for discussion

A team that commits...

- Creates clarity around direction and priorities
- Aligns the entire team around common objectives
- Develops an ability to learn from mistakes
- Takes advantage of opportunities quickly
- Moves Forward without hesitation
- Changes direction without hesitation or guilt

A team that holds one another accountable...

- Ensures that individuals on the team are growing and improving
- Identifies potential problems quickly by questioning one another's approaches without hesitation
- Establishes respect among team members who are held to the same high standard
- Avoids complicated process around performance management and corrective action

A team that focuses on collective results...

- Retains achievement-oriented employees
- Minimizes individualistic behavior
- Enjoys success and suffers failure acutely
- Benefits from individuals who curb their own goals/interests for the good of the team
- Avoids distractions