



# OVERCOMING THE 5-TEAM DYSFUNCTIONS - A CHURCHILL PROGRAM TO ENHANCE TEAM PERFORMANCE



## AT A GLANCE...

"How do I get my team to be more effective?" is a common challenge leaders and HR come to us with. Churchill brings you this powerful solution for intact teams and for leaders of teams.

## WHY SHOULD COMPANIES INVEST IN TEAM PERFORMANCE?



**Higher Trust  
& Engagement**



**Greater  
Communication  
& Collaboration**



**Reduced Conflict  
& Better Decisions**

## Are You Ready to Conquer the 5 Team Dysfunctions?

### Churchill's "5 Dysfunctions Learning Journey"

**Objective:** To help you reach a common understanding of what it means to be a team and make substantial progress towards becoming a more cohesive, empowered, productive unit. We will use an assessment to customize your journey.

**Added Value:** If your team has already done CliftonStrengths® (DISC, MBTI, or Insights) we can incorporate those results to further customize your experience to your unique members. If not we can add that!

### Feedback From Client:

*"The ability of the team to be much more open and build trust, to collaborate, and gain agreement on how we will move forward together as the "First" team was powerful. Shifting our mindset on how we view, manage and harness conflict so it is healthy and focused on the issue at hand has really been valuable..." - TechData Leader*

**Context:** We spend a lot of our time working in teams, yet not many organizations teach us how to do it well. Even in today's times of uncertainty, and rapid change, teamwork, a sustainable competitive advantage, remains largely untapped. One reason for this is that teamwork is hard to measure. It impacts the outcome of your organization in such comprehensive ways, it's virtually impossible to isolate it as a single variable. Genuine teamwork is also extremely hard to achieve. It requires levels of courage, commitment, discipline, and emotional energy. But its power cannot be denied.

When empowered team members come together to set aside their individual needs for the good of the whole, they can accomplish what might initially have looked impossible on paper. By eliminating the politics, control, and confusion that plague teams, they can get more done in less time and with less cost. That's definitely worth the effort!



# "5 DYSFUNCTIONS OF A TEAM" by Patrick Lencioni

To better understand the level of team dysfunction you are facing, ask yourself these simple questions:

- Do team members openly and readily disclose opinions?
- Are team meetings compelling and productive?
- Is there high psychological safety across the team?
- Does the team come to decisions quickly and avoid getting bogged down by consensus?
- Is the team's diversity appreciated and harnessed?
- Do team members confront one another about their shortcomings and accountability?
- Do team members sacrifice their own interests for the good of the team?

No team is perfect, and the best teams sometimes still struggle with one or more of these issues. If you answered "no" to one or many of these questions. Your team can benefit from this solution.

## The Rewards

Striving to create a functional, cohesive team is one of the few remaining competitive advantages available to any organization looking for a powerful point of differentiation.

Functional teams avoid wasting time talking about the wrong issues and revisiting the same topics over and over again because of a lack of buy-in.

Functional teams also make higher quality decisions and accomplish more in less time and with less distraction and frustration.

Additionally, "A" players rarely leave organizations where they are part of a cohesive team.

## 5 Dysfunctions a Team Struggles With



## The Role of the Leader

Focus on Collective Outcomes

Confront Difficult Issues

Force Clarity & Closure

Mine for Conflict

Go First!

## Descriptions of the 5 Dysfunctions

### #1 Absence of Trust

The desire to preserve artificial harmony stifles the occurrence of productive, ideological conflict.

### #2 Fear of Conflict

The fear of being vulnerable with team members prevents the building of trust within the team.

### #3 Lack of Commitment

The lack of clarity or buy-in prevents team members from making decisions they will stick to.

### #4 Avoidance of Accountability

The need to avoid interpersonal discomfort prevents team members from holding one another accountable for their behaviors and performance.

### #5 Inattention to Results

The pursuit of individual goals and personal status erodes the focus on collective success.

# OUR METHODOLOGY FOR DELIVERING TEAM SUCCESS

## Your Churchill Team Effectiveness Coach will partner with you to:

1. Start with the end in mind by understanding the problems you are trying to solve and aligning on a plan (roadmap) that ensures your desired team goal is achieved and sustained.
2. Confirming roles, responsibilities, and logistics, and resources.
3. Communicate the program to stakeholders and participants, its benefits, and expectations.
4. Deploy the baseline "5 Dysfunctions Assessment," and pre-work.
5. Integrate any previous results you wish to use, e.g. CliftonStrengths®, DISC® or MBTI®, or add one of these assessments plus Discovery and Debrief sessions to harness the results.
6. Deliver a customized and highly experiential "Team Learning Journey" that incorporates improving some or all of the 5 Dysfunctions, plus implementing Churchill's Team Effectiveness best practices.
7. Ongoing team support to sustainably apply the learnings on the job as the team works together - which may include leader and/or group coaching.
8. Measure success of the team's experience and impact, including retaking the "5 Dysfunctions" assessment to measure improvement. A plan of action for next steps based on the results.

## Some of our Global World Class Churchill Team Coaches



### Bringing you relevant experience and credentials:

- Up to 30 Years of Senior Corporate Leadership
- Over 10 years of Military Leadership
- Healthcare, Tech, Finance, HR industry expertise
- International Coaching Federation Certifications plus a variety of Team Coaching credentials
- Certified with assessment including CliftonStrengths, DISC, MBTI, Insight, 360s, Hogan, DE&I, and more
- Located across North, Central, and South America, APAC and EMEA to match your location, culture, and language

# Your Local Partner Globally - The Churchill Difference

**Powerful coaches who care.** Our 400+ bench strength of highly credible Leadership and Team Coaches bring you rich leadership experience from the private and public sectors, as well as coaching and training certifications.

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**Outcomes focused.** We have high standards for our clients and expect your organization to receive significant benefits from our partnership. As such we have a methodology for measuring results and our experiential learning is focused on outcomes.

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**Strengths-accelerated methodology.** Using CliftonStrengths® to harness the untapped talent you already pay for, we accelerate the natural talent in your people, for more authentic and sustainable growth, and to maximize new leadership mindsets, soft skills and capability.

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**Delivering sustainable learning solutions.** Our high-impact, client-tailored "Learning Journeys" ensure your leaders and teams grow the sustainable new skills critical to success. Thus avoiding the "forgetting curve" so often seen from one-off workshops.

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**Global footprint to scale as you grow.** Churchill's team is diverse with experts across North and Latin America, Europe, Middle East and Asia-Pacific. We can scale delivery and languages to meet regional and cultural needs.

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**An agile, reliable, and flexible partner.** Through building a high-trust partnership we meet you where you are, to provide the best solutions. We collaborate to deliver constant improvement and a laser focus on your unique needs.

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**Info-security compliance.** We take data security seriously and have implemented governance to protect your data

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**Certified Women-Owned.** Support and celebrate partnering with a Certified Women-Owned Small Business.

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**Ready to Become A Strengths-Based Organization?**

**Contact us today to discuss your needs.**

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