

Overcoming the Five Dysfunctions of a Team

Dysfunction Name

Behaviors of High Performing Teams

Behaviors of Dysfunctional Teams

- Extraordinary and recurring performance
- Team-based results
- Highly motivated Team



INATTENTION TO RESULTS

- Poor performance and results
- Team turnover

- Poor performers are managed and held accountable
- Same standards apply to everyone



AVOIDANCE OF ACCOUNTABILITY

- Missed deadlines and key deliverables
- Poor performance is tolerated and creates environment of resentment and hopelessness

- Buy-in and alignment on common objectives
- Clarity on direction and priorities
- Highly engaged Team Members



LACK OF COMMITMENT

- Ambiguous direction and priorities
- Revisit discussions again and again
- Absenteeism

- Confront problems and issues quickly
- Develop practical solutions
- Get input from all Team Members, minimal politics



FEAR OF CONFLICT

- Go around problems
- Do not confront tough issues or behaviors
- Lack of transparency drives confusion

- Safe environment to speak up
- Team Members help each other
- Leverage strengths for the Team



ABSENCE OF TRUST

- Hesitate to ask for help
- Conceal weaknesses
- Dread meetings/avoid Team Members