THE FIVE BEHAVIORS OF A COHESIVE TEAM®

Annotated Progress Report

Based on *The New York Times* best-selling book *The Five Dysfunctions of a Team* by Patrick Lencioni



DecisionTech Leadership Team

(6 people)

Wednesday, June 14, 2023 & Thursday, March 14, 2024

This report is provided by: Bercume Associates, Inc. - Debbie Bercume deb@bercumeassociates.com 508.797.7022 www.bercumeassociates.com



The Five Behaviors of a Cohesive Team Has your team made progress?

This report is designed to give you and your team insight into the progress you have made since you last took the assessment. Along with the original assessment questions, your team was given additional survey questions to help you pinpoint where improvement has been made and where it might still be needed.

Still, it's important to bear in mind that progress can be measured in more than one way. While your assessment scores can help uncover weak spots (and strengths), other ways to measure progress may include how it feels to show up for work every day and willingness to stick with this program. Furthermore, it should be noted that your scores can be affected by more than just your progress. A shift in team members, deeper understanding of the concepts, and willingness to answer more honestly should be factored into any changes you see.

Maintaining a cohesive team requires ongoing attention and effort. But it can beand should be - a rewarding process that benefits everyone on the team. Before you begin, take a moment to refresh yourself on The Five Behaviors model:

Trust One Another

When team members are genuinely transparent and honest with one another, they are able to build vulnerability-based trust.

Engage in Conflict Around Ideas

When there is trust, team members are able to engage in unfiltered, constructive debate of ideas.

Commit to Decisions

When team members are able to offer opinions and debate ideas, they will be more likely to commit to decisions.

Hold One Another Accountable

When everyone is committed to a clear plan of action, they will be more willing to hold one another accountable.

Focus on Achieving Collective Results

The ultimate goal of building greater trust, productive conflict, commitment, and accountability is one thing: the achievement of results.

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To better understand the model. read (and suggest participants read) Patrick Lencioni's The Five Dusfunctions of a Team and/or The Advantage.

Conflict

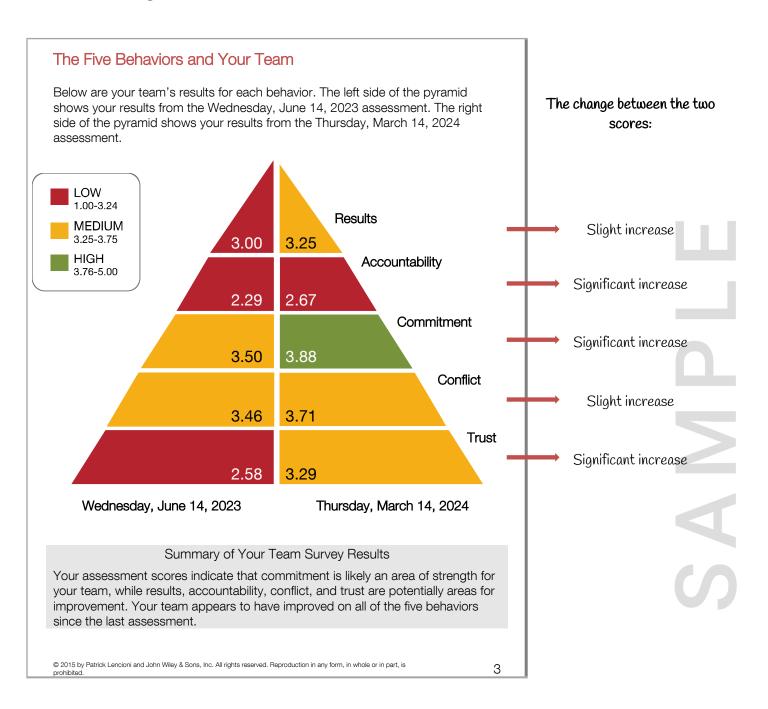


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2

Use extra space for your own

notes



Overview

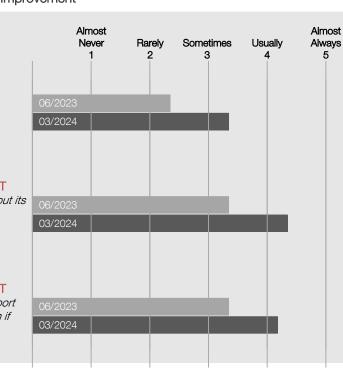




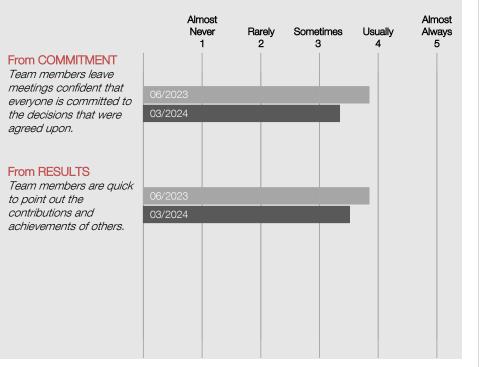
From COMMITMENT The team is clear about its overall direction and priorities.

From COMMITMENT

Team members support group decisions even if they initially disagree.



Areas of Greatest Decline



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Be prepared to answer questions about why scores declined. The decline could be

Conflict

- becauseThere was a change
- in team membership
 Participants

 vnderstand the
 concepts better
 this time around,
 allowing them to
 answer more
 accurately
- Participants may have built a greater level of trust and answered more honestly

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Your Team's Evaluation

As part of the assessment, you and your team members had an opportunity to assess the overall progress, or lack of progress, you think your team made. The number of teammates who selected each option is indicated in the boxes below (out of 6 participants). Team members who did not participate in the last assessment should have indicated this on the team survey (you can find this tally at the bottom of the page).

Did your team spend enough time working through the issues that came up during your last Five Behaviors session?



Yes

Has your team functioned better since your last Five Behaviors session?



4

1 No

Has your team become more productive since your last Five Behaviors session?

Yes	2	No
	\frown	

Since the last assessment, what factors have kept the team from making more progress?

(Team members could select all that apply)

5 We were too busy	1 People didn't know how, or didn't want, to make the necessary changes
5 The topic just didn't come up much	We didn't know what changes needed to be made
We didn't make clear/specific goals during the last session	0 We didn't know how to make the necessary changes
We didn't allot time to address the changes we needed to make	0 We didn't need to make more progress
"I did not participate in the last assessme	nt"= 0
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Participants who missed the last assessment were not asked to answer the questions on this page.

> SAPLE SAPLE

As a refresher, you may want to watch the "Definition of Trust" video from the original facilitation.

Conflict



Normative Data (Averages based on responses from over 29,021 people)

2.75

3.37

3.35



Building Trust

Remember, the first and foundational behavior of a cohesive team is trust. The definition here isn't centered around the ability to predict a person's behavior based on past experience (a standard description). Rather, in the context of a cohesive team, **trust** means

- a willingness to be completely vulnerable with one another
- confidence among team members that their peers' intentions are good and that there is no reason to be protective or careful around the team

Team Survey Results

The first row in each of the tables shows the spread of responses from your previous assessment to each of the trust-related questions. The second row in each table reflects your current results. To the right of the table, you will find the averages from each assessment. These averages are based on a five-point scale.

Team members acknowledge their weaknesses to one another.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	1	2	3	0	0	2.33
03/2024	1	0	2	2	1	3.33

Team members willingly apologize to one another.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	1	1	2	2	0	2.83
03/2024	0	0	3	2	1	3.67

Team members are unguarded and genuine with one another.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	0	3	3	0	0	2.50
03/2024	0	1	4	1	0	3.00

Team members ask one another for input regarding their areas of responsibility.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE	
06/2023	1	1	3	1	0	2.67	0.41
03/2024	0	1	3	2	0	3.17	3.41

Your Team's Current Survey Results for Trust: 3.29=MEDIUM

Your Team's Trust Score from Wednesday, June 14, 2023: 2.58=LOW

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Progress Building Trust

What has your team done to help improve trust?

As part of the assessment, you and your team members had an opportunity to address specific areas that may contribute to the level of trust on this team. The table below has two separate components. The box on the left illustrates the number of teammates (out of 6) that have noticed each level of change in the correlating behavior. The box on the right illustrates whether people on the team believe improvement is needed.

	Since the my team	We still need to		
	More often	work on this		
Readily apologizes	3	3	0	2
Lets go of grudges	1	5	0	3
Shares professional failures and successes	1	4	1	6
Considers one another's working styles	5	1	0	0
Shares personal information	4	2	0	5

"I did not participate in the last assessment"= 0

Points of Discussion

1. A number of group members have noticed an increase in many of the behaviors above. What examples do you have to share? How has this contributed to the level of trust on your team?

2. Based on your team survey (page 6), your team seems to have a higher level of trust than last time. What do you think contributed to your higher score? What steps can the team take to continue building trust?

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The number of team members who endorsed "We still need to work on this" is a separate head count. People had the option to suggest that continued improvement should be made.

Participants who missed the last assessment were not asked to answer the questions on this page.

These questions are tailored based on the team's responses above and results on page 6.

Mastering Conflict

All great relationships, the ones that last over time, require productive conflict in order to grow. It's important to distinguish productive, ideological conflict from destructive fighting and interpersonal politics. **Productive conflict**

- is focused on concepts and ideas
- avoids mean-spirited, personal attacks

Team Survey Results

The first row in each of the tables shows the spread of responses from your previous assessment to each of the conflict-related questions. The second row in each table reflects your current results. To the right of the table, you will find the averages from each assessment. **These averages are based on a five-point scale**.

Team members voice their opinions even at the risk of causing disagreement.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	0	1	2	2	1	3.50
03/2024	0	0	1	3	2	4.17

Team members solicit one another's opinions during meetings.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	0	1	3	1	1	3.33
03/2024	0	1	2	3	0	3.33

When conflict occurs, the team confronts and deals with the issue before moving to another subject.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	0	2	1	1	2	3.50
03/2024	0	1	0	4	1	3.83

During team meetings, the most important—and difficult—issues are discussed.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE	
06/2023	0	1	3	0	2	3.50	0.40
03/2024	0	1	2	2	1	3.50	3.48

Your Team's Current Survey Results for Conflict: 3.71=MEDIUM

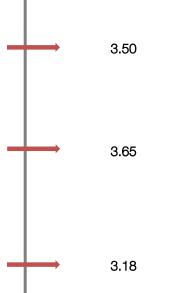
Your Team's Conflict Score from Wednesday, June 14, 2023: 3.46=MEDIUM

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As a refresher, you may want to watch the "Definition of Conflict" video from the original facilitation.

Commitment





SA N

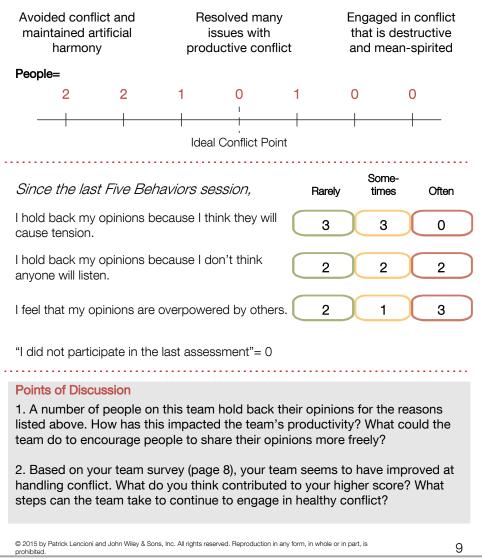
Progress Mastering Conflict

Where is your team on the Conflict Continuum?

When it comes to the range of different conflict dynamics in an organization, there is a continuum of sorts. At one end of the continuum is no conflict at all, marked by false smiling and disingenuous agreement. At the other end of the continuum is relentless, nasty, destructive conflict, with people constantly at one another's throats. Somewhere in the middle of those two extremes is the demarcation line where good, constructive conflict exists.

As part of the assessment, you and your team members had the opportunity to place yourselves on the conflict continuum and to answer questions regarding this placement. Here are the results of the team survey (6 people):

Since the last assessment, our team has largely:



For more information on the Conflict Continuum, see pp. 42-43 in Patrick Lencioni's The Advantage.

Participants who missed the last assessment were not asked to answer the questions on this page.

These questions are tailored based on the team's responses above and results on page 8.

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Achieving Commitment

What do we mean by commitment? In the context of a cohesive team, **commitment** is

- clarity around decisions
- moving forward with complete buy-in from every member of the team, even those who initially disagreed with the decision

Team Survey Results

The first row in each of the tables shows the spread of responses from your previous assessment to each of the commitment-related questions. The second row in each table reflects your current results. To the right of the table, you will find the averages from each assessment. **These averages are based on a five-point scale.**

The team is clear about its overall direction and priorities.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	0	1	2	3	0	3.33
03/2024	0	1	0	1	4	4.33

Team members end meetings with clear and specific resolutions and calls to action.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	0	0	3	3	0	3.50
03/2024	0	0	2	4	0	3.67

Team members leave meetings confident that everyone is committed to the decisions that were agreed upon.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	0	1	1	2	2	3.83
03/2024	0	1	2	3	0	3.33

Team members support group decisions even if they initially disagree.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE	
06/2023	0	1	2	3	0	3.33	0.70
03/2024	0	0	1	3	2	4.17	3.70

Your Team's Current Survey Results for Commitment: 3.88=HIGH

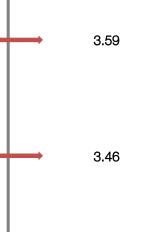
Your Team's Commitment Score from Wednesday, June 14, 2023: 3.50=MEDIUM

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Conflic

Normative Data

(Averages based on responses from over 29,021 people)



3.34

Progress Achieving Commitment

What has your team done to improve commitment?

As part of the assessment, you and your team members also had an opportunity to identify specific commitment-related areas that may have improved since the last assessment and areas that should be improved moving forward. The number of people who agreed and disagreed with each statement appears to the right.

Since the last Five Behaviors session,	Agree	Disagree
We've put some real effort into creating more clarity around our goals and plans.	1	5
The team as a whole has made more of an effort to show support for group decisions.	1	5
Moving forward, we need		
To develop more effective plans and goals	6	0
More clarity in our plans and goals	5	1
A better attitude about our plans and goals	3	3
More input into our plans and goals	5	1
To be more invested in our plans and goals	5	1

"I did not participate in the last assessment"= 0

Points of Discussion

1. According to the survey above, your team generally doesn't seem to think commitment has improved since the last session. What impact does this have on the team? How could more clarity and buy-in be achieved?

2. Based on your team survey (page 10), your team seems to have an even higher level of commitment than last time. What do you think contributed to your higher score? What steps can the team take to continue increasing commitment?

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Participants who missed the last assessment were not asked to answer the questions on this page.

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These questions are tailored based on the team's responses above and results on page 10.

Embracing Accountability

Accountability has become a buzzword—so overused and with so many different interpretations that it has lost much of its meaning. In the context of teamwork, however, **accountability** is

The willingness of team members to call their peers on performance or behaviors that might hurt the team

Team Survey Results

The first row in each of the tables shows the spread of responses from your previous assessment to each of the accountability-related questions. The second row in each table reflects your current results. To the right of the table, you will find the averages from each assessment. **These averages are based on a five-point scale**.

Team members offer unprovoked, constructive feedback to one another.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	1	4	1	0	0	2.00
03/2024	1	1	4	0	0	2.50

The team ensures that members feel pressure from their peers and the expectation to perform.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	2	2	2	0	0	2.00
03/2024	1	2	2	0	1	2.67

Team members confront peers about problems in their respective areas of responsibility.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	2	2	1	1	0	2.17
03/2024	2	2	0	2	0	2.33

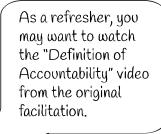
Team members question one another about their current approaches and methods.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE	
06/2023	0	2	2	2	0	3.00	• 0 10
03/2024	0	1	4	0	1	3.17	• 3.13

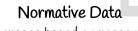
Your Team's Current Survey Results for Accountability: 2.67=LOW

Your Team's Accountability Score from Wednesday, June 14, 2023: 2.29=LOW

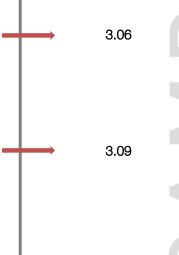
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Conflict



(Averages based on responses from over 29,021 people)



3.19

Progress Embracing Accountability

What has your team done to improve accountability?

As part of the assessment, you and your team members also had an opportunity to identify specific accountability-related areas that may have improved since the last assessment—or areas where it would be possible and desirable to hold one another more accountable. The number of people (out of 6) who selected each improvement appears in the corresponding box below. Note: You had the option to select all that apply.

	Since the we have another to	We still need to		
	More often	The same	Less often	work on this
Be more direct	0	6	0	5
Call one another on unproductive behaviors	1	5	0	2
Give one another feedback	4	2	0	0
Address missed deadlines immediately	0	5	1	4
Follow through on personal commitments	4	2	0	0

"I did not participate in the last assessment"= 0

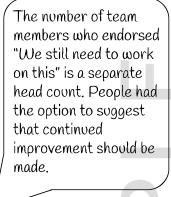
Points of Discussion

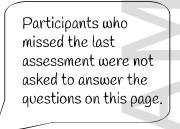
1. A number of group members think the team still needs to work on many of the statements listed above. Has the team worked on any of these since the last assessment? What can the team do to make sure this gets addressed?

2. Based on your team survey (page 12), your team seems to have a higher level of accountability than last time. What do you think contributed to your higher score? What steps can the team take to continue to improve?

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The questions are tailored based on the team's responses above and results on page 12.





Focusing on Results

The ultimate goal of encouraging trust, healthy conflict, commitment, and accountability is to achieve results. And yet, as it turns out, one of the greatest challenges to team success is the inattention to results. In the context of a cohesive team, **results**

- refer to the collective goals of the team
- are not limited to financial measures, but are more broadly related to expectations and outcome-based performance

Team Survey Results

The first row in each of the tables shows the spread of responses from your previous assessment to each of the results-related questions. The second row in each table reflects your current results. To the right of the table, you will find the averages from each assessment. These averages are based on a five-point scale.

Team members value collective success more than individual achievement.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	3	1	2	0	0	1.83
03/2024	1	3	2	0	0	2.17

Team members willingly make sacrifices in their areas for the good of the team.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	0	1	4	1	0	3.00
03/2024	0	0	3	3	0	3.50

When the team fails to achieve collective goals, each member takes personal responsibility to improve the team's performance.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	0	1	2	3	0	3.33
03/2024	0	0	2	3	1	3.83

Team members are quick to point out the contributions and achievements of others.

	Almost Never	Rarely	Some- times	Usually	Almost Always	AVG SCORE
06/2023	0	1	1	2	2	3.83
03/2024	0	1	2	2	1	3.50

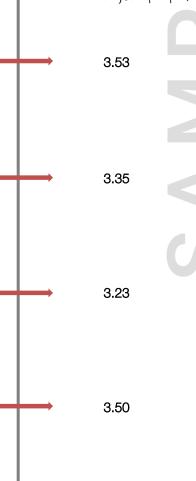
Your Team's Current Survey Results for Results: 3.25=MEDIUM

Your Team's Results Score from Wednesday, June 14, 2023: 3.00=LOW

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Normative Data (Averages based on responses

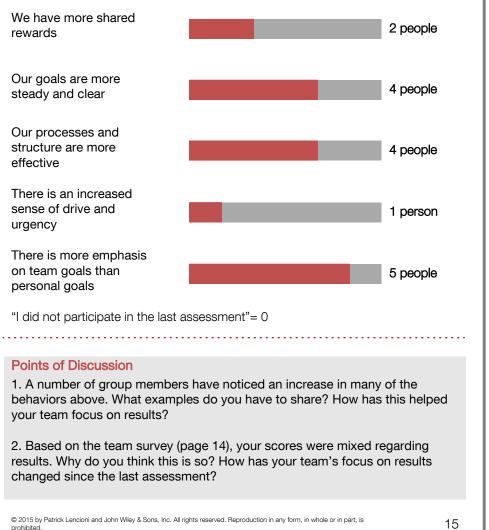
from over 29,021 people)

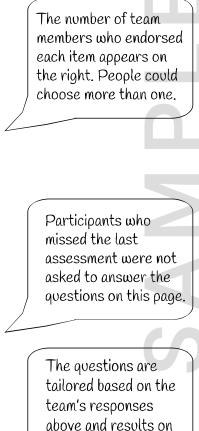


Progress Focusing on Results What has your team done to improve results?

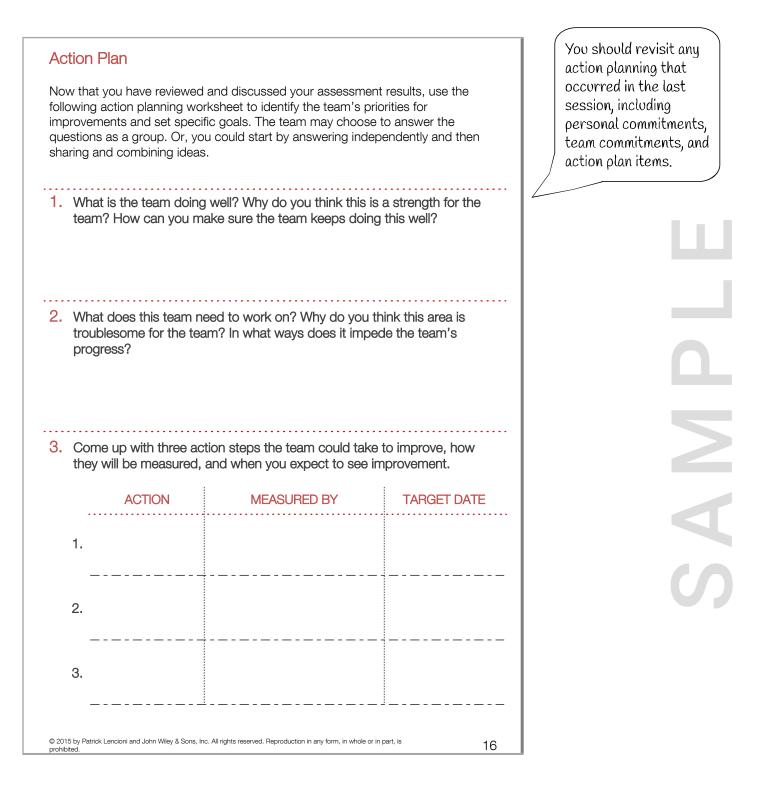
As part of the assessment, you and your team members had an opportunity to identify specific results-related areas that may have improved since the last assessment. The number of people (out of 6) who selected each option appears next to the corresponding bar below. Note: You had the option to select all that apply.

Since the last assessment, the following changes have helped our team focus on results:





page 14.



This page will be a refresher for people who took the last assessment. People's DiSC[®] styles will remain the same. However, it may be new information for anyone who wasn't involved in the last assessment.

Conflict

Martin G

Dot Placement Appendix: The Impact of Your DiSC[®] Style Your DiSC[®] Style: S A dot's distance from the edge of the circle shows how Because you have an S style, John Doe, D naturally inclined a person is vou're probably a cooperative person who to encompass the takes pride in doing your part to help the characteristics of his or her team. Even if you're competitive, you don't need to win to feel good about yourself. In DiSC style. A dot positioned fact, when you receive credit for a job well toward the edge of the circle done, you're probably quick to share it with indicates a strong inclination, others. between the edge and the You probably tend to be quite center indicates a moderate our dot location is near the accommodating, and you find it important edge of the circle, so you inclination, and close to the to maintain the approval of others. probably relate well to the center of the circle indicates a Consequently, you may put a lot of energy characteristics associated into catering to other people. In fact, you slight inclination. No dot with the S style. may have difficulty saying no, and you may position is better than fail to let people know when you've been another. inconvenienced. You tend to have a strong need for harmony, so conflict is probably difficult for For more information on you. Most likely, you're troubled by the idea of hurting someone's feelings, and DiSC, read the you may spend time dwelling on incidents that other people wouldn't think twice Everything DiSC[®] Research Report. DiSC STYLES (6 people) iS/Si D Di/iD SC/CS С CD/DC Kathryn P Jr R Jeff S Mikey B Carlos A

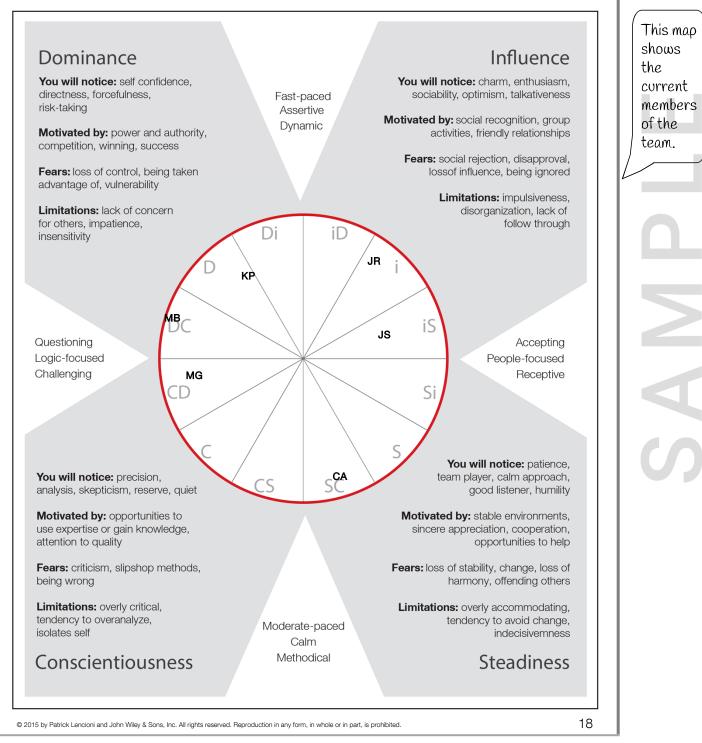
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Profile Page 18

This page gives team members an opportunity to discover one another's DiSC[®] styles. Also, it lays the groundwork for weaving DiSC in throughout the rest of the report. This map reflects the **current** team, so if there have been any changes in team membership since the last assessment, those changes will be reflected below.

Appendix: Everything DiSC® Team Map

The Everything DiSC map below shows the styles of all team members along with a snapshot of the characteristics tied to the four basic DiSC styles.



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Conflict

This page is designed to help teams candidly discuss healthy and unhealthy conflict, and acknowledge that we all handle tense situations differently. The unhealthy behaviors, in particular, are generalizations. This map reflects the **current** team, so if there have been any changes in team membership since the last assessment, those changes will be reflected below.

Profile Page 19

Appendix: Conflict Team Map The descriptions on the inner, gray circle illustrate what healthy behavior during conflict might look like. The descriptions in red on the outer circle illustrate unhealthy behavior related to each style. The numbers in the innermost circle reflect the people on your team who fall into each of the style regions (6 people). UNHEALTHY BEHAVIOR DURING CONFLICT he/she will Becomes **Overpowers** regret overly & gets HEALTHY BEHAVIOR DURING CONFLICA dramatic aggresive Looks to even the Gossips score head on Speaks up Expresses about Di/iD feelings problems i (0) **Digs heels** Dwells on D (1) (1)in even wounded further relationships Sticks up DC/CD iS/Si Shows A V for own (2)(1) empathy rights (**0)** C **Becomes** Glosses (0) passive over (1) S aggressive problems Listens Focuses CS/SC to others' on logic & objectivity perspectives Doesn't Encourages **Overpowers** speak up a calm with logic & about own demeanor facts needs **Avoids** Caves in to emotional avoid Retreats situations tension from the conflict 19 © 2015 by Patrick Lepron and John Wiley & Sons, Inc. All rights reserved. Reproduction in any form, in whole or in part, is prohibited This map reflects the This map is not intended to be an exact current members of the one-to-one correspondence between team. a given style and a given behavior.

Conflict

Appendix: Question Ranking

Below you will find all 20 questions ranked from this team's highest to lowest average score. The average scores for this team (DecisionTech Leadership Team) appear in the first box to the right. In the second box to the right, you will find the average score for all teams that have taken the assessment. **This information is not in the participant reports.**

		most ever F 1	arely 2	Sometimes 3	Usually 4	Almost Always 5	THIS team's avg. score	Avg. score for ALL teams
1. Commitment <i>The team is clear about its</i> overall direction and priorities.	_			-	-		4.33	3.59
2. Commitment <i>Team members support group</i> <i>decisions even if they initially</i> <i>disagree.</i>				-			4.17	3.70
3. Conflict <i>Team members voice their</i> <i>opinions even at the risk of</i> <i>causing disagreement.</i>	_			-	•		4.17	3.50
4. Conflict When conflict occurs, the team confronts and deals with the issue before moving to another subject.				-			3.83	3.18
5. Results When the team fails to achieve collective goals, each member takes personal responsibility to improve the team's performance.				-			3.83	3.23
6. Trust <i>Team members willingly</i> apologize to one another.							3.67	3.37



Appendix: Question Ranking

	Almost Never 1	Rarely 2	Sometimes 3	Usually 4	Almost Always 5	THIS team's avg. score	Avg. score for ALL teams
7. Commitment <i>Team members end meetings</i> <i>with clear and specific</i> <i>resolutions and calls to action.</i>		-	-	1		3.67	3.46
8. Conflict During team meetings, the most important—and difficult—issues are discussed.						3.50	3.48
9. Results Team members willingly make sacrifices in their areas for the good of the team.			-			3.50	3.35
10. Results <i>Team members are quick to</i> <i>point out the contributions and</i> <i>achievements of others.</i>						3.50	3.50
11. Conflict Team members solicit one another's opinions during meetings.			_			3.33	3.65
12. Commitment Team members leave meetings confident that everyone is committed to the decisions that were agreed upon.			-			3.33	3.34
13. Trust <i>Team members acknowledge</i> <i>their weaknesses to one</i> <i>another.</i>			-			3.33	2.75

Appendix: Question Ranking

	Almost Never 1	Rarely 2	Sometimes 3	Usually 4	Almost Always 5	THIS team's avg. score	Avg. score for ALL teams
14. Accountability Team members question one another about their current approaches and methods.			-			3.17	3.13
15. Trust <i>Team members ask one</i> <i>another for input regarding their</i> <i>areas of responsibility.</i>			-			3.17	3.41
16. Trust <i>Team members are unguarded</i> and genuine with one another.	_		-			3.00	3.35
17. Accountability The team ensures that members feel pressure from their peers and the expectation to perform.						2.67	3.09
18. Accountability Team members offer unprovoked, constructive feedback to one another.						2.50	3.06
19. Accountability Team members confront peers about problems in their respective areas of responsibility.						2.33	3.19
20. Results <i>Team members value collective</i> <i>success more than individual</i> <i>achievement.</i>		-				2.17	3.53

Appendix: Percentiles

Below you will find this team's average scores and percentiles for each of the five behaviors. The percentile refers to the percent of average scores (for all teams that have taken the assessment) that fall below DecisionTech Leadership Team's average score. For example, if the DecisionTech Leadership Team's score is in the 85th percentile, it is higher than 84% of other teams' scores. This information is not in the participant reports.



	Your Team's Average Score	Percentile			
Trust	3.29	67 %			
Conflict	3.71	83 %			
Commitment	3.88	81 %			
Accountability	2.67	22 %			
Results	3.25	42 %			