THE FIVE BEHAVIORS OF A COHESIVE TEAM®

Personal Development

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Video Viewing Guide

The Five Behaviors of a Cohesive Team®: Personal Development video provides both theoretical explanations and practical examples of how individuals can model these five behaviors to become more effective teammates in their organizations.

This half-day program contains ten video segments, including five clips with best-selling author and model-creator Patrick Lencioni describing the behaviors, and a series that follows a team demonstrating accountability for the model in a realistic, workplace setting

Using the Patrick Lencioni Segments

The Patrick Lencioni segments allow participants to hear, first hand, from the model's creator how the five behaviors manifest themselves in teams, how the behaviors build on one another, and how they are critical to teams' success.

Using these segments, you can guide participants in discussions about important concepts like vulnerability-based trust and healthy conflict in the way that the author uses them. These definition videos allow participants to achieve clarity around terminology for which participants frequently have preconceived ideas.

Using the Accountability in Action Segments

The "Accountability in Action" videos allow participants to see how a team of three interacts when members commit to certain decisions and must hold one another accountable. They are designed to illustrate tense yet realistic workplace scenarios and stimulate dialogue on how to effectively handle these situations.

With these segments, you can lead discussions about tackling the fourth behavior of accountability, which may be the hardest for teams to embrace. Approaching others to question them or offer feedback can be uncomfortable, and it can be difficult to know how to handle these situations when they arise. While these scenarios show an approach, in reality, there may be several ways to handle similar situations.

Module 1: Introduction

Patrick Lencioni introduces The Five Behaviors™ Model. He explains how the behaviors build on each other and how critical they are to a teams' success.
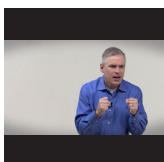
Run time: 2:57

Module 2: Building Trust

Vulnerability-based Trust – Patrick Lencioni describes the difference between predictive trust and vulnerability-based trust, and how the latter is foundational for cohesive teams.

Run time: 1:26

Module 3: Mastering Conflict

Connecting Trust and Conflict – Productive, ideological conflict on a team is a good thing, but it can be uncomfortable. That's why teams that build trust are better able to master conflict.

Run time: 1:45

Module 4: Achieving Commitment

Connecting Conflict and Commitment – Teams that master conflict can achieve commitment, meaning every member of the team buys in and is willing to support decisions even if they disagree.
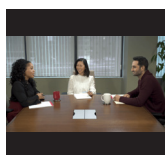
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Module 5: Embracing Accountability

Connecting Commitment and Accountability – The most frequent source of accountability on a team needs to be teammates, yet accountability is the most difficult behavior for teams to embrace.

Run time: 1:22

Accountability in Action (1/4): Accountability Meeting – Three colleagues—Joetta, Sun Mee, and James—are in a meeting where they commit to certain team decisions. This scene sets up the subsequent accountability conversations and demonstrates that the colleagues have a clear understanding of their various responsibilities and are committed to their respective roles in executing them.
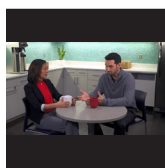
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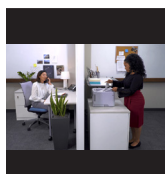
Accountability in Action (2/4): Joetta Holds Sun Mee Accountable – Joetta overhears Sun Mee revealing information to a client that the team had previously committed to keep private. Despite some doubts, Joetta must decide how to approach Sun Mee.

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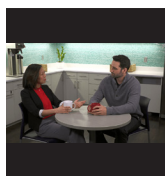
Accountability in Action (3/4): James' Deadline – When James casually mentions that he probably won't meet his deadline, Sun Mee considers the negative impact this may have on the team and whether or not she should act to hold James accountable.
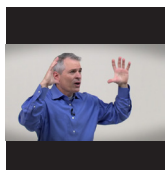
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Accountability in Action (4/4): Sun Mee Holds James Accountable – Sun Mee ultimately decides to broach the subject, and talks James through his options to meet his commitment.

Run time: 0:50

Module 6: Focusing on Results

Connecting Accountability and Results – Accountability keeps teams focused on collective results. Teams that don't focus on collective results may instead focus on individual results and status, jeopardizing the team's performance.

Run time: 0:57