

*The* **FIVE**  
**BEHAVIORS**  
*of a*  
**COHESIVE TEAM**

Video Viewing Guide

*The Five Behaviors of a Cohesive Team* video helps people build more cohesive teams using the successful team-building model created by best-selling author, Patrick Lencioni, and the power of *Everything DiSC*®. The three-day program includes 19 video segments, including introductory videos, seven clips with Patrick Lencioni describing the five behaviors and how teams can apply them, as well as a series of real-world, workplace-specific segments, providing examples of the right way and wrong way to engage in the five behaviors. The one-day program includes six video clips.

<b>Using the Patrick Lencioni Segments</b>	<b>page 3</b>
<b>Using the Right-Way/Wrong-Way Segments</b>	
<b>Module 1: Introduction</b>	<b>page 3</b>
▲ The Five Behaviors Model*	
<b>Module 2: Building Trust</b>	<b>pages 3-4</b>
▲ Patrick Lencioni Segment: Definition of Trust	
▲ Wrong Way: Team Without Trust	
▲ Right Way: Team with Trust	
▲ Patrick Lencioni Segment: Personal Histories Activity	
▲ Introduction to <i>DiSC</i> ®*	
<b>Module 3: Mastering Conflict</b>	<b>page 4</b>
▲ Patrick Lencioni Segment: Definition of Conflict	
▲ Wrong Way: Team Without Conflict	
▲ Right Way: Team with Conflict	
▲ Patrick Lencioni Segment: Conflict Continuum*	
<b>Module 4: Achieving Commitment</b>	<b>pages 4-5</b>
▲ Wrong Way: Team Without Commitment	
▲ Patrick Lencioni Segment: Definition of Commitment	
▲ Right Way: Team with Commitment	
<b>Module 5: Embracing Accountability</b>	<b>page 5</b>
▲ Patrick Lencioni Segment: Definition of Accountability*	
▲ Wrong Way: Team Without Accountability	
▲ Right Way: Team with Accountability	
<b>Module 6: Focusing on Results</b>	<b>page 5</b>
▲ Patrick Lencioni Segment: Focusing on Results	
▲ Wrong Way: Team Without Focus on Results*	
▲ Right Way: Team with Focus on Results*	
<b>Module 7: Review and Action Plan</b>	<b>N/A</b>
▲ No video segments	

\*Included in one-day program



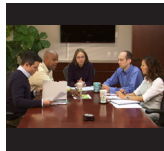
## Using the Patrick Lencioni Segments



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. The Lencioni segments are replete with real-life examples that will convey to participants a real sense that the behaviors are exceptionally practical and usable on an everyday basis.

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. The definition videos, in particular, allow participants to achieve clarity around terminology for which participants frequently have preconceived ideas. The bonus Patrick Lencioni videos—the personal histories and conflict continuum segments—allow a deeper dive into trust and conflict, the two foundational behaviors, and integrate seamlessly with facilitation activities.

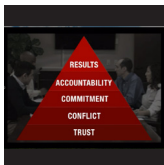
## Using the Right-Way/Wrong-Way Segments



The right-way/wrong-way videos allow participants to see how a team interacts when it engages in the five behaviors and when it doesn't. The segments are designed to illustrate typical workplace scenarios and to stimulate discussion about the practical applications of the behaviors.

With these segments, you will be able to lead participants in discussions about how the lack of trust, conflict, commitment, accountability, or focus on results in the wrong-way segments cause problems for the team. Participants will be able to easily identify the right and wrong behaviors and their consequences. And they will be able, through discussion, to recognize how engaging in the five behaviors allows the team to be more productive and effective in its work and get along better as a group.

## Module 1: Introduction



**The Model** introduces *The Five Behaviors* model in the context of a real team. It explains how the behaviors derive from *The Five Dysfunctions of a Team*, by *New York Times* best-selling author, Patrick Lencioni, and describes how critical the behaviors are to building a cohesive team.

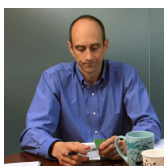
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## Module 2: Building Trust



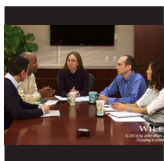
**Definition of Trust** – Patrick Lencioni describes the difference between vulnerability-based trust and predictive trust and explains why trust is so foundational for cohesive teams.

Run time: 3:30



**Wrong Way: Team Without Trust** – The team has lost an important client but no one wants to admit fault or ask for help.

Run time: 1:32



**Right Way: Team with Trust** – Team members freely admit mistakes they've made, apologize for them, and ask for help in the future.

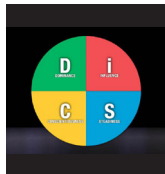
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## Module 2 (continued)



**Personal Histories Activity** – Patrick Lencioni explains the Personal Histories exercise and how powerful it can be in building trust among team members.

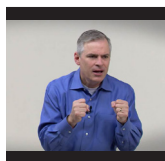
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**The DiSC® Model** – What if people had their needs written all over them? This segment introduces participants to DiSC and explains how understanding people's styles can help team members get along better at work and be more effective as a team.

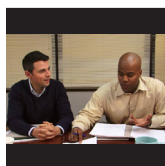
Run time: 3:42

## Module 3: Mastering Conflict



**Definition of 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: 3:22



**Wrong Way: Team Without Conflict** – The team is about to undertake a big project, but some members disagree with the direction it's going. The problem is they won't speak up.

Run time: 1:09



**Right Way: Team with Conflict** – Two of the teammates talk about their concerns and the team engages in an energetic but respectful debate about the website project.

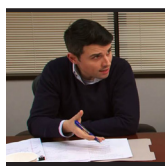
Run time: 1:23



**Conflict Continuum** – Patrick Lencioni explains the most effective way to engage in conflict, embracing productive conflict without crossing the line into destructive conflict.

Run time: 1:48

## Module 4: Achieving Commitment



**Wrong Way: Team Without Commitment** – The team has a tight deadline but members are not clear about what they should be doing or whether the project even makes sense.

Run time: 1:12

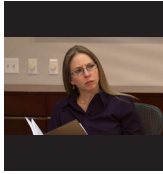


**Definition of Commitment** – Teams that master conflict can achieve commitment, meaning every member of the team buys in and is willing to support decisions that they may disagree with.

Run time: 2:41



## Module 4 (continued)



**Right Way: Team with Commitment** – The team gives all members a chance to express their concerns and be heard. When all the members buy in, they're ready to commit.

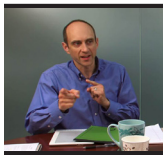
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## Module 5: Embracing Accountability



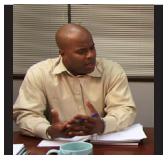
**Definition of Accountability** – The most frequent source of accountability on a team needs to be teammates, yet accountability is the most difficult behavior for teams to embrace.

Run time: 3:49



**Wrong Way: Team Without Accountability** – Two team members have dropped the ball, but the rest of the team is unwilling to call them on it.

Run time: 0:54



**Right Way: Team with Accountability** – Two of the team members call out their teammates about repeatedly missing their deadlines.

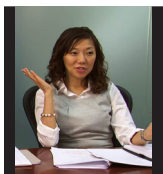
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## Module 6: Focusing on Results



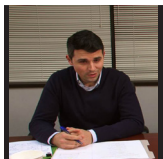
**Definition of Focusing on Results** – Accountability keeps teams focused on collective results. Teams that don't focus on collective results may instead focus on individual results and status, jeopardizing the team's performance.

Run time: 3:24



**Wrong Way: Team Without Focus on Results** – The team's performance is slipping, but some members aren't willing to set aside their personal goals for the good of the team.

Run time: 0:45



**Right Way: Team with Focus on Results** – The entire team pitches in to help get back on track when performance starts slipping.

Run time: 0:45