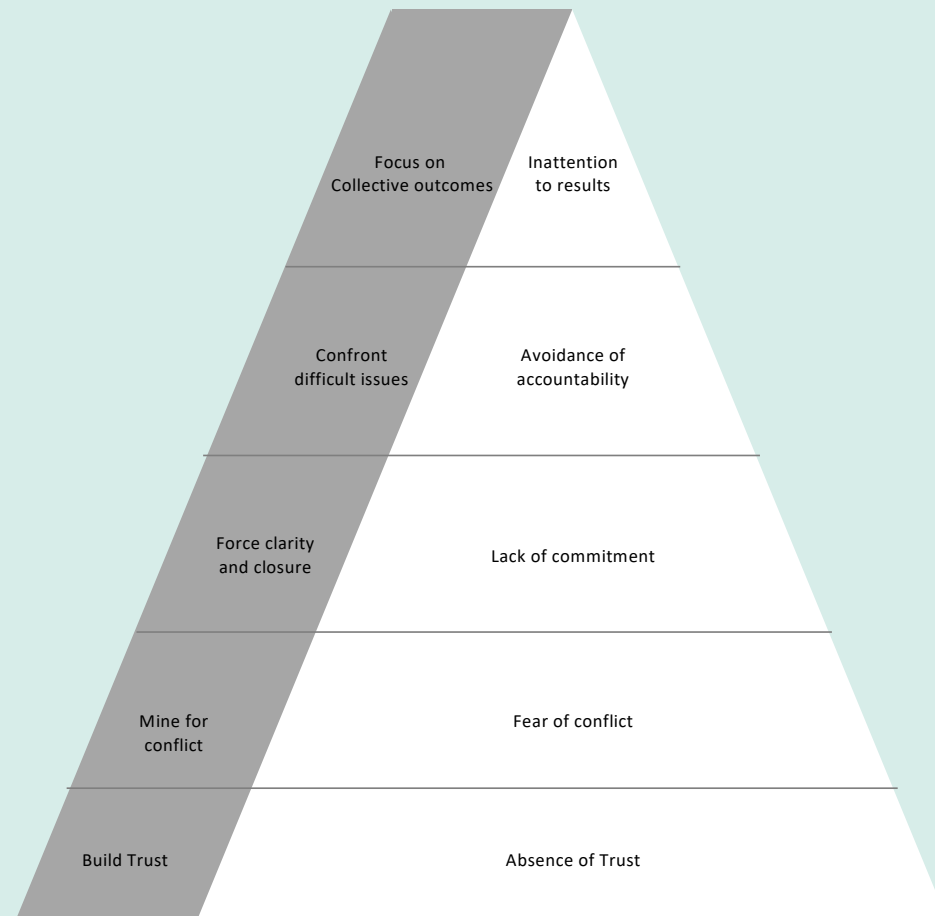


The Five Dysfunctions of a Team



Absence of Trust

Without clarity, people will hesitate to trust each other

1. Are the key messages straightforward to understand?
2. Have I eliminated jargon and ambiguity in my communication?

Lack of Commitment

Using the appropriate communication medium ensures that commitments are clear and understood, avoiding misunderstanding.

1. Have I chosen the appropriate communication channel for the message?
2. Is the medium suitable for the level of importance and urgency?

Inattention to Results

Authentic communication fosters a sense of ownership and accountability for results, ensuring team members stay focused on achieving goals.:

1. Is my communication genuine and transparent?
2. Am I actively listening and responding to feedback from my team?

Fear of Conflict.

When communication is infrequent, team members may avoid healthy conflicts, leading to unresolved issues.

1. Am I communicating consistently and regularly with my team?
2. Have I ensured that important information is not overlooked?

Avoidance of Accountability

By reinforcing key messages, managers encourage accountability, preventing members from shying away from their responsibilities.

1. Am I repeating important messages to reinforce their significance?
2. Have I encouraged open dialogue to address any concerns?