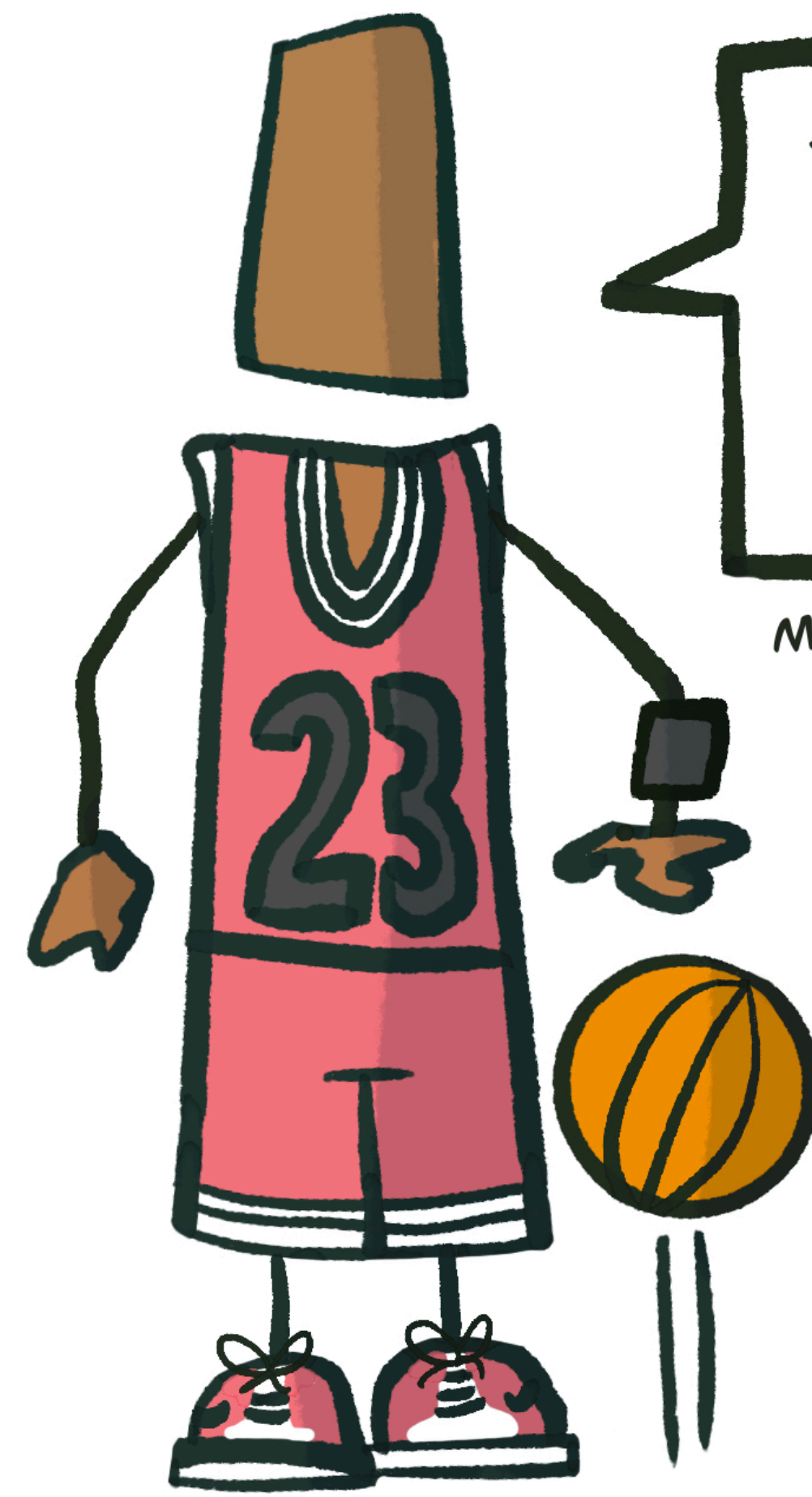


BUILDING HIGH PERFORMING TEAMS



TALENT WINS GAMES, BUT
TEAMWORK AND
INTELLIGENCE WINS
CHAMPIONSHIPS

MICHAEL JORDAN

THE BREAKTHROUGH COMES WHEN...

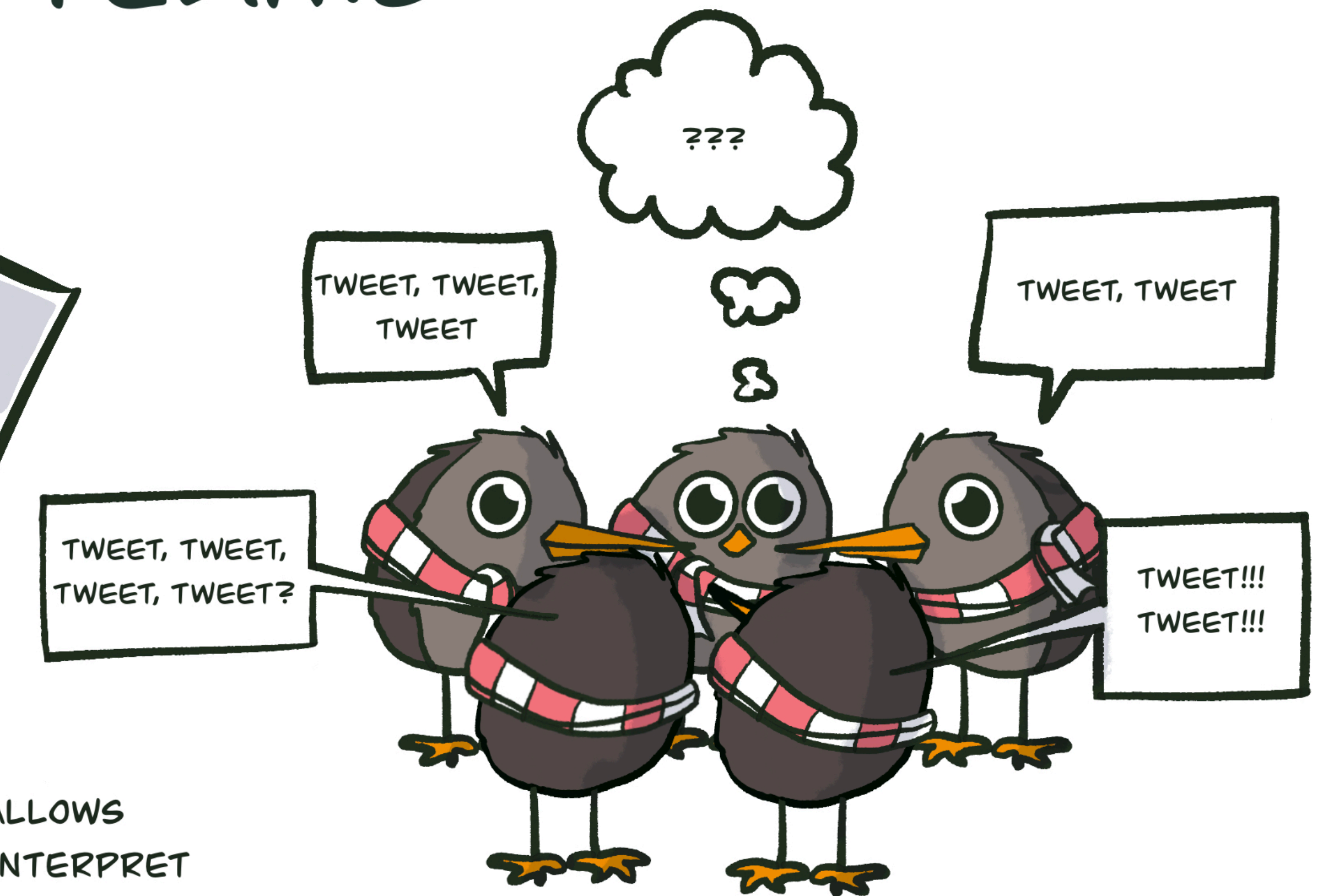
OVER 50% OF THE TEAM
BELIEVES THE TEAM WILL BE
SUCCESSFUL, AT THE SAME
TIME

FULLER, C.S.

BASED ON PATRICK LENCIONI'S BEST-SELLING
BOOK 'THE FIVE DYSFUNCTIONS OF A TEAM',
THIS IS A SIMPLE BUT POWERFUL MODEL
THAT HELPS YOU DEVELOP THE SKILLS TO
BECOME A BETTER TEAMMATE AND START
BUILDING STRONGER TEAMS

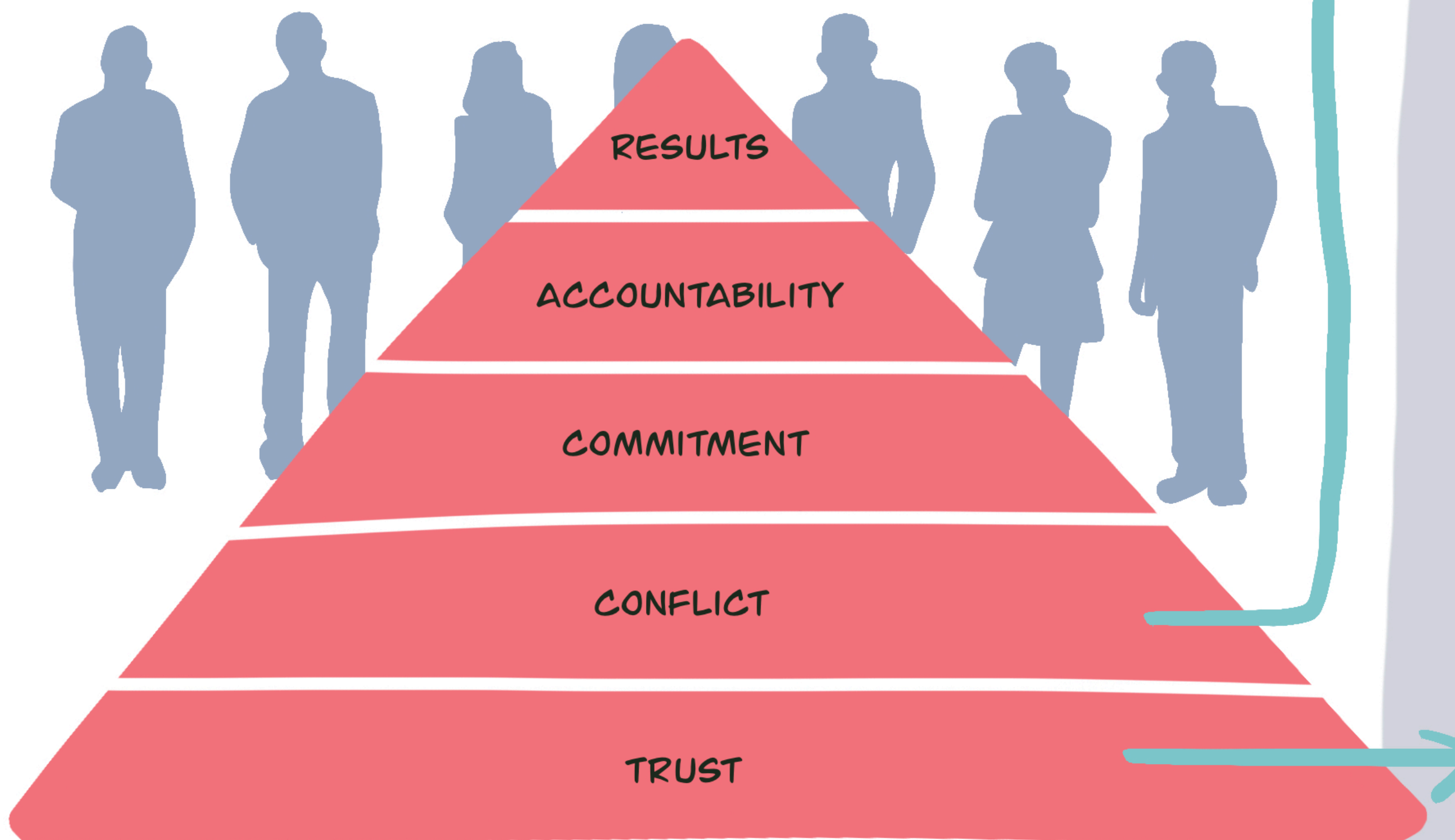


THIS MODEL ALSO ALLOWS
LEADERSHIP TEAMS TO INTERPRET
WHAT IS GOING ON, TO ADJUST
LEADERSHIP BEHAVIOURS AND TO
DRIVE PRODUCTIVITY



THE MORE THE TEAM GROWS,
THE MORE COMPLEX THE
COMMUNICATION SYSTEM GETS

WE NEED TO CREATE THE
ENVIRONMENT FOR THIS TO
HAPPEN:



THE 5 BEHAVIOURS MODEL, BY PATRICK LENCIONI

EACH ONE OF THESE BEHAVIOURS BUILDS
UPON THE ONE BELOW. THAT'S WHY THIS
MODEL I REPRESENTED IN A PYRAMID SHAPE

THE FIRST BEHAVIOUR TO MASTER TO
MAKE OUR TEAMS GREAT IS 'TRUST'.

AT A TEAM LEVEL WE DO NOT REFER TO
TRUST AS 'PREDICTIVE TRUST' BUT
'VULNERABILITY BASED TRUST'.

WE AIM FOR TEAMMEMBERS TO BE ABLE
AND WILLING TO SAY ONE ANOTHER
THINGS LIKE:

'I DON'T KNOW THE ANSWER'
'I NEED HELP'
'I THINK I MADE A MISTAKE'
'I AM SORRY'

VULNERABILITY CREATES A DYNAMIC IN A
TEAM THAT IS INVALUABLE.

TRUST IS EARNED AND GIVEN, BUT IN
ORDER FOR SOMEONE TO EARN TRUST,
OPPORTUNITY NEEDS TO BE GIVEN.

HAVING TRUST WILL ALLOW US TO EMBRACE
THE SECOND BEHAVIOUR: 'CONFLICT'.

CONFLICT IN A TEAM IS A GOOD THING. WE ARE
NOT TALKING ABOUT NEGATIVE INTERPERSONAL
CONFLICT BUT ABOUT PRODUCTIVE IDEOLOGICAL
CONFLICT. CONFLICT AROUND ISSUES.

WHAT MATTERS IS THAT YOU KNOW YOUR
TEAMMATES ARE NOT HOLDING BACK ON THEIR
OPINIONS. THEY ARE NOT AFRAID TO SPEAK NOR
CALCULATING THE COST OR WEIGHTING THE
POLITICAL RAMIFICATIONS.

CONFLICT IS
A LITTLE
UNCOMFOR-
TABLE BUT
TRUST
HELPS US
NAVIGATE
THROUGH IT.

HIGH PERFORMING TEAMS
ARE 2X AS LIKELY TO
DELIVER ABOVE-AVERAGE
FINANCIAL PERFORMANCE

MCKINSEY
QUARTERLY

