

Five Dysfunctions and Five Behaviors of a Cohesive Team

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Five Behaviors of a Cohesive Team

Five Behaviors Story

The Five Behaviors combines the framework of Patrick Lencioni's model for teamwork with personalized insights to create powerful, customized, and authentic team development solutions that empower individuals to make lasting change.

Focus on Achieving Collective Results

The ultimate goal is the achievement of results, unlocked through implementing the model's principles of Trust, Conflict, Commitment, and Accountability.

Hold One Another Accountable

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

Commit to Decisions

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

Engage in Conflict Around Ideas

With trust, team members are able to engage in unfiltered, constructive debate of ideas.

Trust One Another

When team members are genuinely transparent and honest with one another, it forms a safe environment that creates and builds vulnerability-based trust.



ITLT Behavior Commitments

ITLT Commitments

- We are one team
- We have each others' back
- **We establish common purpose and goal alignment**
- We assume positive intent
- We model vulnerability
- We do not hold grudges
- We manage expectations and reset when necessary
- We communicate and actively listen
- We are intentional about getting to know each other on a personal level
- We ensure everyone feels included



Trust

ITLT Commitments

- We respect and value our colleagues even in conflict
- We commit to getting to a resolution
- We encourage different opinions
- We have no dishonest agreements
- **We make decisions at the right level**
- We set the stage and let it happen
- We make the time for discussion of critical items

Conflict

ITLT Commitments

- **We are clear on decision rights**
- **We align on priorities and establish common goals across the ITLT**
- We are agile in response to changing priorities and communicate to stakeholders
- We commit to closing the feedback loop
- We do not carry disagreements to the vertical or dotted line teams
- We commit 100% to “first team” decisions even if we disagree
- We foster diverse input to gain buy in
- **We are intentional when making tactical verses strategic decisions**

Commitments

ITLT Commitments

- We ask for help when our commitments are in jeopardy
- We go to the source to avoid misunderstanding
- We build on trust, and we are courageous in holding each other accountable
- We accept feedback graciously
- **We reward positive and consistent behavior**
- We remain curious when questioning accountability
- We provide clear expectations on behavior and performance

A man in a dark blue shirt and light-colored pants stands in a modern office, pointing at a large whiteboard displaying a map. He is addressing a group of people seated at desks. The office has large windows, exposed ceiling pipes, and a blue industrial-style pillar. The word "Accountability" is written in large white letters at the bottom of the image.

Accountability

ITLT Commitments

- **We review and optimize our goals based on BV's needs**
- **We recognize and reward high performers**
- **We measure results qualitatively and quantitatively**
- We win or lose as a team
- **We publish dashboards globally and analyze deltas**
- We prioritize team goals over individual goals
- **We dynamically scale capacity to meet BV demands**



Results