The Five Dysfunctions of a Team

#1: Absence of Trust
The fear of being vulnerable with team members prevents the building of trust within the team.

#2: Fear of Conflict
The desire to preserve artificial harmony stifles the occurrence of productive, ideological conflict.

#3: Lack of Commitment
The lack of clarity or buy-in prevents team members from making decisions they will stick to.

#4: Avoidance of Accountability
The need to avoid interpersonal discomfort prevents team members from holding one another accountable for their behaviors and performance.

#5: Inattention to Results
The pursuit of individual goals and personal status erodes the focus on collective success.

The Role of the Leader
Focus on Collective Outcomes
Confront Difficult Issues
Force Clarity and Closure
Mine for Conflict
Go First!