

# The Five Dysfunctions of a Team Model



1. Building Trust: Team members who trust one another are comfortable being open, even exposed, to one another about their failures, weaknesses, and fears.
2. Mastering Conflict: When trust is present, teams are able to engage in unfiltered ideological debate around ideas, issues, and decisions that must be made.
3. Achieving Commitment: The ability to engage in conflict and provide input enables team members to buy-in or commit to decisions.
4. Embracing Accountability: After commitment is established, team members must be willing to hold one another accountable and remind each other when actions are counterproductive to the team.
5. Focus on Results: Collective team results must supersede any departmental or personal objectives or pursuits.



This model originated from Patrick Lencioni's *The Five Dysfunctions of a Team*.