



Dysfunction in the Workplace

How Awareness and Communication Improve Team Dynamics

In Patrick Lencioni's best-selling book, *The Five Dysfunctions of a Team*, he tells a tale of a firm's executive team struggling with utter dysfunction. Ineffective communication, multiple egos, fear, office politics and judgmental attitudes were all contributing to the absence of dynamics and poor performance.

Does this sound familiar to you?

Have you experienced a dysfunctional team in your career?

If yes, you are not alone. Most everyone has either been a part of, observed or even faced the challenge of leading a dysfunctional team like the one Lencioni describes. In fact, he says, "Teams, because they are made up of imperfect human beings, are inherently dysfunctional."

Lencioni's interrelated model of team dysfunction outlines five areas that prevent success in every team:

- Absence of trust
- Fear of conflict
- Lack of commitment
- Avoidance of accountability
- Inattention to results

But don't be discouraged. There is hope for all of us experiencing a dysfunctional team. As Lencioni states, "In fact, team building is both possible and remarkably simple. But is also painful." Infocus Training and TTI strongly believes in two fundamental team building basics that help teams overcome each of these dysfunctions: awareness and communication.

Bottom-Line Effects of Dysfunction

How It Heightens Disengagement and Costs Millions

Dysfunction in a team will usually result in poor performance and inadequate productivity, but the effects of team dysfunctions on the employees themselves just might be far more serious and much more costly.

When a team becomes dysfunctional you can expect disengagement to follow as individuals may lose sight of team goals, not understand their role in the team and wait for direction to make any progress. Statistics say that the average employee is disengaged two hours each day. Could dysfunctional teams be contributing to disengagement in your organization? If so, just how does it affect your bottom-line?

Manage Team Dysfunctions and Prevent Disengagement...

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