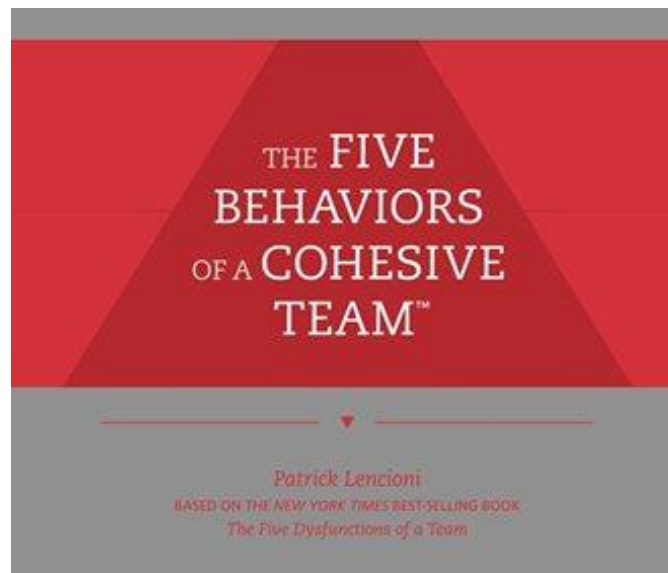


HOW



IMPROVES



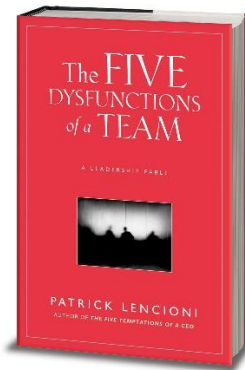
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THE TEAM EFFECTIVENESS MODEL FROM THE BEST-SELLING
BOOK, ***THE FIVE DYSFUNCTIONS OF A TEAM™***

GREAT FEEDBACK™ is a transformative new approach to workplace feedback for the simple reason that it will teach you how to use simple **coaching skills** in performance conversations and any important workplace conversation where effective dialogue is needed.

Chris Jones and Lisa Scott, founders of LeaderSharp Group, are experienced business leaders and certified executive coaches accredited with the International Coach Federation. They are trained experts at holding highly effective conversations by creating enough safety and trust to talk candidly about difficult developmental issues.

These coaching skills are embedded into the unique **GREAT FEEDBACK™** conversation to make a **Coach Approach** the proven answer to the development of high performing teams and an engaged, motivated workforce.



TRUST: BUILDING THE FOUNDATION OF A COHESIVE TEAM

Trust lies at the heart of a functioning, cohesive team and can only happen when team members are willing to be completely vulnerable with one another. This includes saying things like “I’m sorry” or “Your idea was better than mine.” A personality assessment can help people gain insight on their peers and develop empathy, two important qualities that allow a team to build trust.

ENGAGING IN HEALTHY CONFLICT

Conflict is naturally uncomfortable, but productive conflict focused on concepts and ideas is essential for any great team to grow. When teams have a foundation of vulnerability-based trust, conflict simply becomes an attempt to find the best possible solution in the shortest period of time.

COMMITMENT: BUYING IN ON DECISIONS

Commitment is clarity around decisions, not consensus. With commitment, teams move forward with complete buy-in from every team member – including those who may initially disagree.

HOLDING TEAM MEMBERS ACCOUNTABLE

It's easy to avoid difficult conversations, but calling out peers on performance or behaviors that might hurt the team is essential to productivity. By “entering the danger” with one another, team members feel trusted, respected, and responsible for getting things done right.

FOCUSING ON COLLECTIVE RESULTS

One of the greatest challenges to team success is the inattention to results. Great teams ensure all members, regardless of their individual responsibilities and areas of expertise, are doing their best to help accomplish team goals.

Below are the Five Behaviors Team Assessment questions™, illustrated to show which behaviors a team can greatly improve by using *GREAT FEEDBACK*™ skills.

TRUST

NEVER
1

RARELY
2

SOMETIMES
3

USUALLY
4

ALWAYS
5

1. Team members admit their mistakes.



2. Team members acknowledge their weaknesses to one another.

3. Team members ask for help without hesitation.

4. Team members ask one another for input regarding their areas of responsibility.



5. Team members acknowledge and tap into one another's skills and expertise.

6. Team members willingly apologize to one another.



7. Team members are unguarded and genuine with one another.



8. Team members can comfortably discuss their personal lives with one another.

CONFLICT

NEVER
1

RARELY
2

SOMETIMES
3

USUALLY
4

ALWAYS
5

1. Team members are passionate and unguarded in their discussion of issues.



2. Team meetings are interesting and compelling (not boring).



3. During team meetings, the most important-and difficult-issues are discussed.



4. Team members voice their opinions even at the risk of causing disagreement.



5. During discussions, team members challenge one another about how they arrived at their conclusions and opinions.



6. Team members solicit one another's opinions during meetings.



7. Team members communicate unpopular opinions to the group.



8. When conflict occurs, the team confronts and deals with the issue before moving to another subject.



COMMITMENT

NEVER
1

RARELY
2

SOMETIMES
3

USUALLY
4

ALWAYS
5

1. Team members leave meetings confident that everyone is committed to the decisions that were agreed upon.



2. Team members end discussions with clear and specific resolutions and calls to action.

3. The team is clear about its direction and priorities.

4. The team is aligned around common objectives.

5. The team is decisive, even when perfect information is not available.

6. The team sticks to decisions.



7. Team members support group decisions even if they initially disagreed.

ACCOUNTABILITY

NEVER
1

RARELY
2

SOMETIMES
3

USUALLY
4

ALWAYS
5

1. Team members point out one another's unproductive behaviors.



2. Team members are quick to confront peers about problems in their respective areas of responsibility.



3. Team members question one another about their current approaches and methods.



4. The team ensures that poor performers feel pressure and the expectation to improve.



5. All members of the team are held to the same high standards.



6. Team members consistently follow through on promises and commitments.



7. Team members offer unprovoked, constructive feedback to one another.



RESULTS

NEVER
1

RARELY
2

SOMETIMES
3

USUALLY
4

ALWAYS
5

1. Team members are quick to point out the contributions and achievements of others.



2. The team has a reputation for high performance.

3. When the team fails to achieve collective goals, each member takes personal responsibility to improve the team's performance.



4. Team members willingly make sacrifices in their areas for the good of the team.

5. Team members are slow to seek credit for their own contributions.

6. The team consistently achieves its objectives.

7. Team members value collective success more than individual achievement.



8. Team members place little importance on titles and status

Example Team Result

