

The Advantage & The Five Dysfunctions of a Team & The Ideal Team Player by Patrick Lencioni

WACUBO April 2017 Keynote Speaker Summary & Key Takeaways

The Advantage: Why Organizational Health Trumps Everything Else in Business

- Smart
- Strategy
 - Marketing
 - Finance
 - Technology

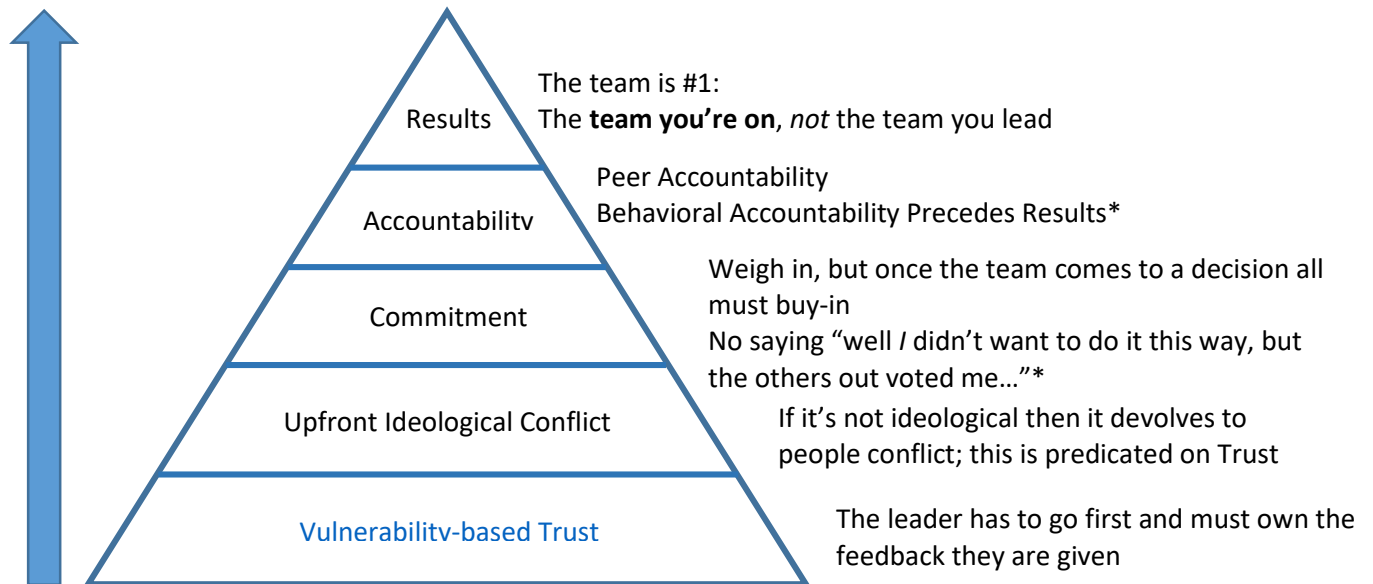
- Healthy
- Minimal Politics
 - Minimal Confusion
 - High Morale
 - High Productivity
 - Low Turnover

The 4 Disciplines of a Healthy Organization

| | |
|-------------------------------------|-----------------------------|
| 1) Build a Cohesive Leadership Team | 2) Create Clarity |
| 4) Reinforce Clarity | 3) Over-Communicate Clarity |

*It takes 7x before they believe it

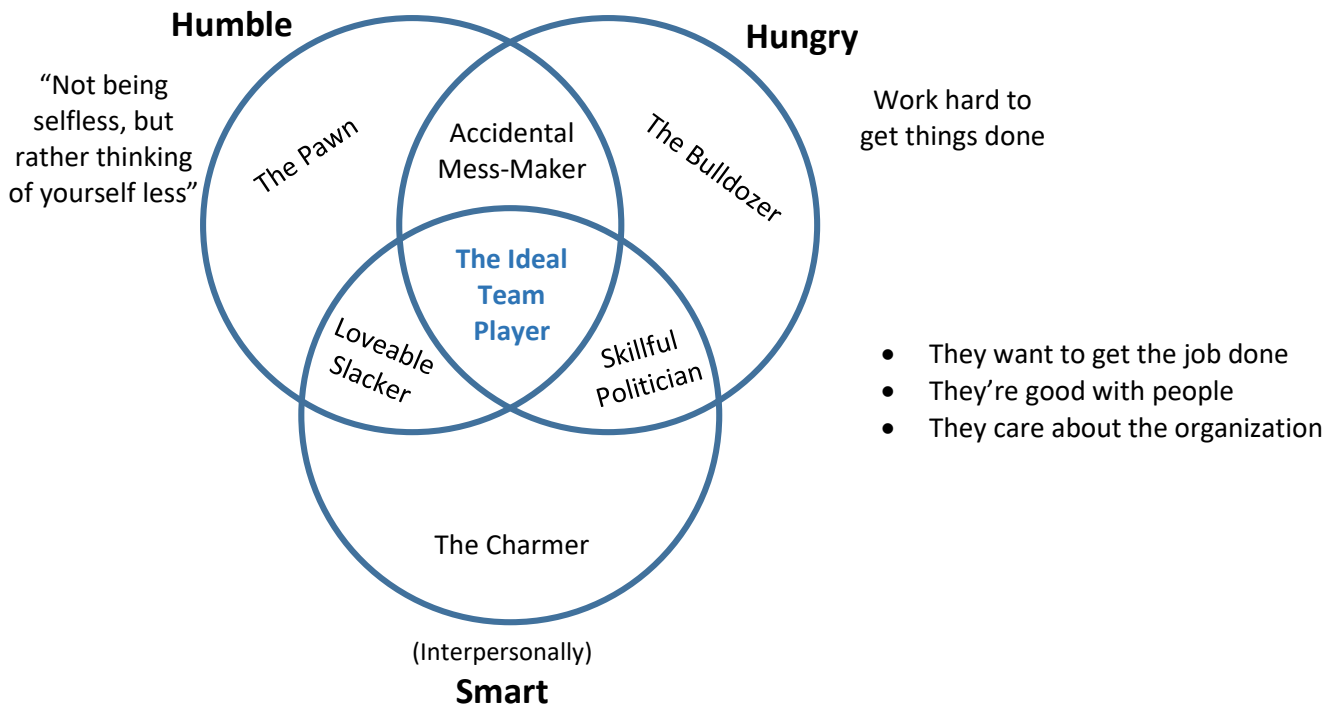
The Five Dysfunctions of a Team:



*Behavioral accountability: behaviors precede results; leaders hold one another accountable for behaviors not just results.

**Disagree and commit: consensus is usually never the correct strategy for a complex world. Debate and fully vet ideas through constructive conflict. When all sides have been heard, the decision maker acts and the rest commit to it. Teams should not allow splinters because one person did not get her/his way.

The Ideal Team Player is:



Hiring the ideal team members:

- Stop focusing on technical skills & measurable
- Improve interviewing
 - Avoid silo’ed interviews
 - Conduct non-traditional interviews

Sample interview questions:

“What would your spouse/significant other say if we asked them if you hold grudges?”

- Ask questions more than once
- Scare people with sincerity:

“If [this] sounds like you and you can handle this, you’re going to enjoy working here, and we’ll enjoy working with you. If not, you’re going to have a hard time, and you should probably just opt out now.”