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Solutions Series

#4 - Using TrustTalk™ With Patrick Lencioni's *The Five Dysfunctions of a Team: Commitment*

We know many of you use the books and products associated with the best selling *Five Dysfunctions of a Team*. We, too, think Five Dysfunctions is very good. Here's how you can take the Thin Book Publishing TrustTalk™ card deck to create commitment.

The function of commitment within the Lencioni model depends on the concept of 'fair process.' That means that team members understand the way a decision was made, felt their views were taken into consideration and are clear about what they now need to do to implement the decision. Much like the earlier steps on the Lencioni pyramid, it helps if the team had a constructive and vigorous discussion about the decision rather than a superficial process designed to avoid any 'conflict.' This is why commitment is dependent on high trust and constructive conflict.

The keywords in this group of TrustTalk cards are:

- *Commitment to others;*
- *Decision-making;*
- *Open to different points of view; and*
- *Innovation and risk-taking.*

You can use the content on these cards to design one or more sessions on creating commitment. For example, the next time your team faces a decision, pull the cards with the key word Decision-making (24-27). Spend 5 minutes per card using the conversation starters to have a team dialogue about that item.

If your team believes you should take action to do more of any of the items, turn the card over to the suggested to-do's and use them as a platform for your own action planning.

Dysfunction 5: Commitment

Use TrustTalk™ cards: 12, 24, 25, 26, 27, 29, 34, and 35.

Example: Card 24 - *This Team has a Defined Process to Make Decisions*

Conversation starters for team dialogue:

- How do we make decisions?
- How do we make sure our decision-making process is appropriate for the different kinds of decisions we make?
- What other decision-making processes could we use?

Many teams default to one decision making process without consciously exploring why they use that one. All decisions are not 'equal' and a team should be able to draw on a wide variety of processes and choose the one that best fits the decision in questions. The conversation starters in this set of cards begin the dialogue within the team to surface and understand the team's decision making process. You can use the other key words to focus on the different parts of the definition of commitment in the Lencioni model.

Pricing - \$75 per card deck

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