

THE FIVE
BEHAVIORS
OF A COHESIVE
TEAM™

PROGRESS REPORT FREQUENTLY ASKED QUESTIONS

What is the Progress Report?

The Five Behaviors of a Cohesive Team™ Progress Report compares how a team's performance has changed over time and highlights areas of greatest improvement and of greatest decline.

The Progress Report also includes:

- ▶ Your Team's Survey Results
- ▶ Points of Discussion
- ▶ Action Plan
 - Identify the team's priorities for improvements
 - Set specific goals
- ▶ Appendix
 - The Impact of Your DiSC® Style
 - Everything DiSC® Team Map
 - Conflict Team Map

Who is it for?

Any team that was a good candidate for *The Five Behaviors of a Cohesive Team* assessment is qualified for *The Progress Report* 6–12 months after taking The Five Behaviors assessment. You may choose to review the section on assessing a team's readiness in the Getting Started Guide in your facilitation kit in order to make sure the team is still a good fit.

Why should I use this tool? How will it help my team?

"Teamwork ultimately comes down to practicing a small set of principles over a long period of time." —Patrick Lencioni

The Five Behaviors program is a framework that helps team members have deeper conversations about how they work together on a day-to-day basis. It's a program that is rich enough for a team to come back to again and again. *The Progress Report* is designed especially to show a team how its behaviors have changed as compared to the last time the team was assessed. In addition to showing the improvements on the team, the report outlines challenges that may be hindering further development.

What are the best practices for using this tool?

- ▶ Before using this tool, you should give team members enough time to implement the action plans they committed to when they began this process. We recommend waiting 6–12 months after they take the original assessment before measuring their progress.
- ▶ Keep in mind, once you run a *Progress Report*, every report run after that is compared to the previous *Progress Report*—not the original report.
- ▶ Look at the numbers in addition to the colors in the pyramid to gauge improvement because the colors only tell part of the story. Keep in mind that lower scores don't necessarily mean things are getting worse; people may be more honest when answering the questions the second time around, which could make some scores go down.
- ▶ Review the model with the team *before* you hand out the report. As soon as the team members get the report in their hands, they'll go straight to the numbers, so you'll want to emphasize that the report is designed to serve as a conversation starter about where the team is and where it wants to be.

When do I use the Progress Report versus starting over?

If a team has a new leader, we recommend the team re-take the original Five Behaviors assessment. Additionally, if more than 40% of the team has changed since the original assessment was administered, we recommend readministering the assessment and having the team create new action plans for improvement. Then in 6–12 months, you could administer *The Progress Report* and assess the team's progress.

How long should I plan for a Progress Report session?

A typical engagement would likely last 2–4 hours; however, the timing will depend on your goals as the facilitator and the needs of the team.

What do I do when a new member joins the team?

If one or two people have joined the team since the original assessment was completed, you will still be able to add their data to *The Progress Report*. These members will have a longer assessment experience, as they will need to take the DiSC® portion of the assessment to receive their DiSC narrative and to be included on the DiSC Team Map and Conflict Map. These team members will answer questions about the team and will receive their own *Progress Report*. You also have the option to import DiSC data from any *Everything DiSC*® assessment into *The Progress Report*.

You may want to recommend new team members read *The Five Dysfunctions of a Team* in order to give them a deeper understanding of the model. Alternatively, you could meet separately to bring new team members up to speed prior to any engagement with the whole team.

Does each team member receive an individual report?

Yes, each team member will receive a personalized report. This report includes the person's DiSC style and narrative from the original report in addition to outlining team progress. It also includes the updated DiSC Team Map and Conflict Team Map.

How do I get trained to use the Progress Report?

We encourage you to take *The Five Behaviors of a Cohesive Team*™ Facilitator Accreditation course. Talk to your Authorized Partner to learn more.