

# ***The Five Behaviors of a Cohesive Team™ Powered by All Types™***

## **Facilitator Accreditation Course Syllabus**

This syllabus describes the activities involved in completing this accreditation course.

The course typically opens seven days before your first live, virtual-classroom session. This enables you to complete the self-directed online activities in **Course Introduction** and **Module 1** before the live session. Modules 2 through 5 will follow, one module per week, each including a 90-minute live, virtual-classroom session.

You must complete ALL course activities (self-directed and live-session) in order to qualify to take the final exam. Upon successfully completing the course, you will receive the credential of The Five Behaviors of a Cohesive Team Accredited Facilitator. **Your accreditation will hold for two years**, at which point you may complete a one-time renewal course to continue your accreditation permanently.

### **Course Introduction**

Activity Title	Activity Description
<b>Course Opens</b>	Login and change password. Edit Profile to reflect correct timezone, add a picture, etc. Begin self-directed online activities
Activity Title	Activity Description
<b>Course Orientation</b>	Review the course requirements, benefits, and information about the technology and platform navigation
<b>Meet Your Instructor Meet Your Classmates</b>	Participate in a discussion board activity. Introduce yourself, and meet your instructor and classmates
<b>Video: Pre-Assessment Orientation</b>	Watch an introductory video about The Five Behaviors assessment
<b><i>The Five Behaviors of a Cohesive Team Assessment</i></b>	Take the assessment
<b>Read <i>The Five Dysfunctions of a Team</i> by Patrick Lencioni</b>	Read the book, <i>The Five Dysfunctions of a Team</i> , by Patrick Lencioni
<b><i>The Five Dysfunctions of a Team Knowledge Check</i></b>	Take a short quiz to assess your knowledge of The Five Dysfunctions book
<b>What's in Your Kit?</b>	Review The Five Behaviors Facilitation Kit, the reports, and the USB/web resources
<b>Choose Your Project Team</b>	Using the provided worksheet, select and describe an actual team that you might take through the Five Behaviors process
<b>Download: Your Personal Reflective Journal</b>	Use this journal to take notes and reflect on your learning.

## Module 1: Introduction to the Models

Activity Title	Activity Description
<b>Video: Introduction to The Five Behaviors Model</b>	Watch an introductory video about <i>The Five Behaviors of a Cohesive Team™</i> model
<b>Getting Started Scavenger Hunt</b>	Test your knowledge of the Getting Started portion of the Facilitation Kit through an interactive activity
<b>Assessing Your Project Team's Readiness</b>	Evaluate the readiness of your Project Team to participate in The Five Behaviors program
<b>A Deeper Dive into The Five Behaviors Model</b>	Understand the motivations behind dysfunctional behavior and the shifts that must happen to allow The Five Behaviors to emerge
<b>Video: Introduction to All Types™</b>	Watch "What if people had their needs written all over them?," an introductory video about The All Types™ model
<b>The All Types: Basic Characteristics</b>	Learn about the basic All Types characteristics through an interactive activity
<b>All Types in Context</b>	Learn how each All Types preference plays out in different contexts through an interactive activity
<b>What's Jane's Comfort Zone?</b>	Learn about how the Comfort Zones can characterize how people feel about certain activities through an interactive activity.
<b>Type-O-Matic</b>	Explore the traits that various dimension combinations have in common through an interactive activity.
<b>Identify the Preference</b>	Check your knowledge about the characteristics of each of the All Types preferences through an interactive activity.
<b>Misuses of All Types Language</b>	Discover the most common misuses of All Types through an interactive activity, and learn how to address them in your sessions.
<b>The Value of All Types Card Sort</b>	Complete an interactive knowledge check activity about common misuses and appropriate uses of All Types.
<b>All Types and The Five Behaviors</b>	Find out ways in which All Types preferences affect how people approach The Five Behaviors.
<b>A Closer Look at Preferences and the Five Behaviors</b>	Listen to brief descriptions of several teams and answer questions about the behaviors among the team members.
<b>Understanding a Team Using All Types</b>	Practice your knowledge of All Types preferences through an interactive activity.
<b>Discussion Forum: Analyzing Your Project Team</b>	Participate in a class discussion forum by responding to questions about your Project Team's preferences and posting comments to classmates' contributions.

Activity Title	Activity Description
<b>Answering Questions about All Types</b>	Practice fielding participant questions about All Types and The Five Behaviors in an interactive activity.
<b>A Deeper Dive into All Types™ (optional)</b>	A series of podcasts that discuss the use of All Types within the Five Behaviors of a Cohesive Team profile.
<b>Video: The Power of Teamwork (optional)</b>	In this optional activity, you can review Patrick Lencioni’s video on the power of teamwork—how he came to believe in it and why it’s so valuable
<b>Prepare for the Live Session: Poll: What ifs</b>	Review common issues associated with this module and vote for the two you’d most like to discuss in the live session
<b>Adobe Connect Basics and Diagnostic Test</b>	Learn about entering the Adobe Connect room and using the interaction tools, then conduct a diagnostic to be sure your computer system has the necessary free add-in.
<b>Live Session 1: Introduction to the Models</b>	Explore how to promote The Five Behaviors’ unique characteristics, how your personality preferences influence your approach to facilitation, and ways you may want to adjust your approach to meet the needs of your Project Team.
<b>What ifs: Answered</b>	Listen to guidance about how to approach each of the challenging scenarios posed in the What ifs: Poll
<b>Best Practices Discussion</b>	Participate in a class discussion forum by responding to questions and posting comments to classmates’ contributions.
<b>Create a Custom Introduction Activity</b>	Customize an Introduction activity from the facilitator kit for your Project Team, share your work in an online discussion forum, and give and receive feedback

## Module 2: Trust

Activity Title	Activity Description
<b>Video: Patrick Lencioni Explains Trust</b>	Watch an introductory video about trust
<b>Trust Survey Results Slider</b>	Explore different scoring scenarios and their implications for the team
<b>Discussion Forum: Trust – What does the score mean?</b>	Participate in a class discussion forum by responding to questions about how to interpret a sample set of Trust scores and posting comments to classmates’ contributions.
<b>Facilitating Decision Tech’s Executive Team</b>	Using Decision Tech’s Annotated Team report, answer questions about the team’s approach to Trust
<b>What ifs: Poll</b>	Review the most common issues associated with this module and vote for the two you’d most like to discuss in the live session

Activity Title	Activity Description
<b>Facilitator Reference Videos: Trust</b> (optional)	In this optional activity, you can review some of Patrick Lencioni's videos, which offer extended explanation and tips for facilitating the material
<b>Prepare for Live Session 5-minute Teachback</b> (if assigned)	Provide an overview of key concepts and facilitation concerns and suggestions for facilitating Trust  Send customized slides to facilitator if you made them
<b>Live Session 2: Facilitating Trust</b>	Explore the challenges of getting team members to be vulnerable, engage in the Personal Histories activity, and discuss how you can facilitate their understanding and willingness around building Trust.
<b>What ifs: Answered</b>	Listen to guidance about how to approach each of the challenging scenarios posed in the What ifs: Poll
<b>Best Practices Discussion</b>	Participate in a class discussion forum by responding to questions and posting comments to classmates' contributions.
<b>Create a Custom Trust Activity</b>	Customize a Trust activity from the facilitator kit for your Project Team, share your work in an online discussion forum, and give and receive feedback.

### Module 3: Conflict & Commitment

Activity Title	Activity Description
<b>CONFLICT</b>	
<b>Video: Patrick Lencioni Explains Conflict</b>	Watch an introductory video about conflict
<b>The Conflict Continuum</b>	Watch a video that explains the conflict continuum and what it means for teams
<b>The Conflict Team Map</b>	Learn about healthy and unhealthy conflict behaviors
<b>What Type of Conflict?</b>	Watch short video scenarios and decide whether the team is engaging in productive or unproductive conflict
<b>Acceptable Behavior During Conflict</b>	Interactive lesson answers the question: How will your tolerance or lack of tolerance affect how you facilitate Conflict in a workshop?
<b>COMMITMENT</b>	
<b>Video: Patrick Lencioni Explains Commitment</b>	Watch an introductory video about commitment
<b>What's Behind Low Commitment?</b>	Learn about some possible causes of low commitment on a team
<b>Clarity: What does the score mean?</b>	Decide how, as a facilitator, you'd approach two sets of assessment scores

Activity Title	Activity Description
<b>Buy-in: What does the score mean?</b>	Decide how, as a facilitator, you'd approach two sets of assessment scores
<b>Commitment: What went wrong?</b>	Watch a video and post comments to discussion board
<b>What ifs: Poll</b>	Review the most common issues associated with this module and vote for the two you'd most like to discuss in the live session
<b>Facilitator Reference Videos: Conflict and Commitment (optional)</b>	In this optional activity, you can review some of Patrick Lencioni's videos, which offer extended explanation and tips for facilitating the material
<b>Prepare for Live Session 5-minute Teachback (if assigned)</b>	Provide an overview of key concepts and facilitation concerns and suggestions for facilitating Conflict and Commitment. Send customized slides to facilitator if you made them.
<b>Live Session 3: Conflict and Commitment</b>	Examine the conflict behaviors that influence team dynamics and ability to commit to decisions, and then explore how you can help team members embrace and master productive conflict.
<b>What ifs: Answered</b>	Listen to guidance about how to approach each of the challenging scenarios posed in the What ifs: Poll
<b>Best Practices Discussion</b>	Participate in a class discussion forum by responding to questions and posting comments to classmates' contributions.
<b>Create Custom Conflict and Commitment Activities</b>	Customize Conflict and Commitment activities from the facilitator kit for your Project Team, share your work in an online discussion forum, and give and receive feedback.

## Module 4: Accountability & Results

Activity Title	Activity Description
<b>ACCOUNTABILITY</b>	
<b>Video: Patrick Lencioni Explains Accountability</b>	Watch an introductory video about accountability
<b>Accountability or Conflict?</b>	Distinguish between scenarios of either accountability or conflict behaviors
<b>Accountability Survey Results Slider</b>	Explore different scoring scenarios and their implications for the team
<b>RESULTS</b>	
<b>Video: Patrick Lencioni Explains Results</b>	Watch an introductory video about results
<b>Understanding Collective Results</b>	Watch a video and respond to questions about facilitating collective results on the course discussion board.

Activity Title	Activity Description
<b>Results: Common Distractions</b>	Rank order common distractions and decide how you might address them with your Project Team
<b>What ifs: Poll</b>	Review common issues associated with this module and vote for the two you'd most like to discuss in the live session
<b>Facilitator Reference Videos: Accountability and Results</b> (optional)	In this optional activity, you can review some of Patrick Lencioni's videos, which offer extended explanation and tips for facilitating the material
<b>Prepare for Live Session 5-minute Teachback</b> (if assigned)	Provide an overview of key concepts and facilitation concerns and suggestions for facilitating Accountability and Results. Send customized slides to facilitator if you made them.
<b>Live Session 4: Accountability and Results</b>	Engage in a role-play about DecisionTech Team's challenges with holding one another accountable. You will then explore strategies for addressing resistant to embracing peer-to-peer accountability.
<b>What ifs: Answered</b>	Listen to guidance about how to approach each of the challenging scenarios posed in the What ifs: Poll
<b>Best Practices Discussion</b>	Participate in a class discussion forum by responding to questions and posting comments to classmates' contributions.
<b>Create a Custom Accountability and Results Activity</b>	Customize Accountability and Results activities from the facilitator kit for your Project Team, share your work in an online discussion forum, and give and receive feedback.

## Module 5: Putting It All Together

Activity Title	Activity Description
<b>Create a Custom Action Planning Activity</b>	Customize an Action Planning activity from the facilitator kit for your Project Team, share your work in an online discussion forum, and give and receive feedback.
<b>Project Team Presentation</b>	Prepare a Project Team plan to present to your breakout group during Live Session 5
<b>Your Team's Progress</b>	Become familiar with the information in the Five Behaviors Progress Report and the best practices for using it.
<b>Comparison Report</b>	Become familiar with the information in the Five Behaviors Comparison Report and the best practices for using it.
<b>Why Do I Need to Know the Research?</b>	Learn about why it is important to understand the research that supports The Five Behaviors of a Cohesive Team Profile.
<b>Five Behaviors Research Report Scavenger Hunt</b>	Use this activity to test your knowledge of the Five Behaviors Research Report
<b>Live Session 5: Putting It All together</b>	Present the Project Team Plan you prepared in an online activity in small breakout groups, and provide and receive feedback with peers.

<b>Best Practices Discussion</b>	Respond to questions on a discussion board
<b>Facilitator Self-Evaluation</b> (handout)	A takeaway worksheet to help you evaluate your performance in a future workshop
<b>Five Behaviors Course Survey</b>	Help us improve this course! Share your feedback about the course before moving on to the Final Exam.
<b>FINAL EXAM</b>	
<b>Final Exam</b>	<p>The exam will be provided after the last live session closes, and it will remain open for 72 hours.</p> <ul style="list-style-type: none"> <li>You are allowed to use your profile, kit, notes, and the online course pages for this open-book/platform exam. The exam will open in a separate browser tab so you can return to the course in the original tab.</li> <li>The exam consists of 21 multiple choice, matching, and true/false questions with a possibility of earning 33 points (multiple choice are weighted more.)</li> <li>A grade of 80% is required to pass. Should you not pass the exam, you will be given a second attempt.</li> </ul>

**Contact us for more information:**



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