

The Five Behaviors of a Cohesive Team® Facilitator Accreditation Course Syllabus

COURSE OVERVIEW

The Five Behaviors of a Cohesive Team® Facilitator Accreditation is designed to increase your knowledge of The Five Behaviors™ model and skill in facilitating meaningful, sometimes challenging, conversations with teams.

Conducted over five weeks, the course has three components:

1. **Self-directed, online learning:** modularized, engaging activities that allow you to absorb the content at your own pace; online modules must be completed before their corresponding live, virtual-classroom session.
2. **Live virtual-classroom sessions:** 90-minute sessions with classmates and faculty that apply online learning via small- and large-group discussion, brainstorming and troubleshooting.
3. **Project Team Plan:** on-going assignment that promotes application of the learning to a real or potential team plan.

GETTING STARTED

The course opens seven days before the first live, virtual-classroom session, at which time you receive your Training Center login. Complete the self-directed online activities in **Course Introduction** and **Module 1** required for the Live Session 1. Modules 2 through 5 continue the learning, one module per week, each followed by a 90-minute live, virtual-classroom session.

CREDENTIAL AND RE-ACCREDITATION

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 invest in a one-time renewal course to establish your permanent accreditation.

You must complete ALL course activities (self-directed and live-session) in order to qualify to take the final exam. (See exam details at the end of the document.)

You will be allowed to miss one live session, provided that you complete the make-up assignment sent to you after the session. If you miss more than one live session, you will not be allowed to earn accreditation.

While the accreditation course focuses on the use of Everything DiSC® with The Five Behaviors, your accreditation applies to use with the All Types™ personality model as well. A supplemental module focused on All Types will be available to you at no cost upon completion of the course.

FACULTY CONTACT

Please contact training@fivebehaviors.com if you have any questions.

ACTIVITY DESCRIPTIONS

The following pages contain detailed descriptions of the activities involved in completing the course.

Course Introduction

| Activity Title | Activity Description |
|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Course Opens | Login and change password. Edit Profile to reflect correct time zone, add a picture, etc. Complete self-directed online activities in Course Introduction and Module 1 before the first live virtual classroom session. |
| Activity Title | Activity Description |
| Welcome to the Course | |
| Check Your Configuration | Check your system configuration using an internal diagnostic tool to make sure your system is compatible with the Training Center activities. |
| Course Orientation | Review the course requirements, benefits, and information about the technology and platform navigation |
| Meet Your Instructor Meet Your Classmates | Participate in a discussion board activity. Introduce yourself, and meet your instructor and classmates |
| Video: Pre-Assessment Orientation | Watch an introductory video about The Five Behaviors assessment |
| <i>The Five Behaviors of a Cohesive Team</i> Assessment | Take the assessment |
| Read <i>The Five Dysfunctions of a Team</i> by Patrick Lencioni | Read the book, <i>The Five Dysfunctions of a Team</i> , by Patrick Lencioni |
| <i>The Five Dysfunctions of a Team</i> Knowledge Check | Take a short quiz to assess your knowledge of The Five Dysfunctions book |
| What's in Your Kit? | Review The Five Behaviors Facilitation Kit, the reports, and the USB/web resources |
| Choose Your Project Team | Using the provided worksheet, select and describe an actual team that you might take through the Five Behaviors process |
| Download: Your Personal Reflective Journal | Use this journal to take notes and reflect on your learning. |

Module 1: Introduction to the Models

| Activity Title | Activity Description |
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| Video: Introduction to The Five Behaviors Model | Watch an introductory video about <i>The Five Behaviors of a Cohesive Team</i> ® model |
| Getting Started Scavenger Hunt | Test your knowledge of the Getting Started portion of the Facilitation Kit through an interactive activity |
| Assessing Your Project Team’s Readiness | Evaluate the readiness of your Project Team to participate in The Five Behaviors program |
| A Deeper Dive into The Five Behaviors Model | Understand the motivations behind dysfunctional behavior and the shifts that must happen to allow The Five Behaviors to emerge |
| Video: Introduction to Everything DiSC® | Watch “What if people had their needs written all over them?,” an introductory video about The Everything DiSC® model |
| The Everything DiSC Model: Basic Characteristics | Learn about the basic DiSC characteristics through an interactive activity |
| Understanding Your DiSC Style | Learn about the DiSC map and dot placement through an interactive activity |
| Common Misuses of DiSC Language | Discover the most common misuses of DiSC through an interactive activity, and learn how to address them in your sessions |
| The Value of DiSC Card Sort | Complete an interactive knowledge check activity about common misuses and appropriate uses of DiSC |
| The Everything DiSC People-Reading Technique | Learn a simple people-reading technique through an interactive activity |
| People Reading: Practice Session | Practice the Everything DiSC people-reading technique through an interactive activity |
| People-Reading Your Project Team | Create a DiSC profile for your Project Team |
| DiSC and The Five Behaviors | Find out the way in which DiSC styles affect how people approach The Five Behaviors. |
| Prepare for the Live Session | Read pages 8 and 9 of the Five Behaviors report you received after taking the assessment. Personalize page 9 by marking statements that resonate with you and those that don’t. |
| Poll: What ifs Module 1 | Review common issues associated with this module and vote for the two you’d most like to discuss in the live session |
| Facilitator Reference Video: The Power of Teamwork (optional) | 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 |

| Activity Title | Activity Description |
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| Adobe Connect® Basics and System Check | Learn about entering the Adobe Connect room and using the interaction tools, then conduct a diagnostic to be sure your computer system is compatible with Adobe Connect. |
| Live Session 1: Introduction to the Models | 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. |
| What ifs: Answered | Listen to guidance about how to approach each of the challenging scenarios posed in the What ifs: Poll |
| Best Practices Discussion | Participate in a class discussion forum by responding to questions and posting comments to classmates' contributions. |
| Create a Custom Introduction Activity | 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 |
|-------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Video: Patrick Lencioni Explains Trust | Watch an introductory video about trust |
| Trust Survey Results Slider | Explore different scoring scenarios and their implications for the team |
| DiSC® Styles and Trust | Learn about how different DiSC styles engage in trust through a video and interactive activity |
| Discussion: Trust—What does the score mean? | Post comments to the online discussion board about how to interpret a sample set of Trust scores |
| Decision Tech Team ATR | Review the Annotated Team Report generated from the Decision Tech Team assessment results. |
| Facilitating Decision Tech's Executive Team | Using Decision Tech's Annotated Team report, answer questions about the team's approach to Trust |
| What ifs: Poll | Review the most common issues associated with this module and vote for the two you'd most like to discuss in the live session |
| Facilitator Reference Videos: Trust (optional) | In this optional activity, you can review some of Patrick Lencioni's videos, which offer extended explanation and tips for facilitating the material |

| Activity Title | Activity Description |
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| Prepare for Live Session 5-minute Teachback <i>(if assigned)</i> | Provide an overview of key concepts and facilitation concerns and suggestions for facilitating Trust Send customized slides to facilitator if you made them. |
| Live Session 2: Facilitating Trust | 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. |
| What ifs: Answered | Listen to guidance about how to approach each of the challenging scenarios posed in the What ifs: Poll |
| Best Practices Discussion | Participate in a class discussion forum by responding to questions and posting comments to classmates' contributions. |
| Create a Custom Trust Activity | 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 |
|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| CONFLICT | |
| Video: Patrick Lencioni Explains Conflict | Watch an introductory video about conflict |
| The Conflict Continuum | Watch a video that explains the conflict continuum and what it means for teams |
| The Conflict Map | Learn about healthy and unhealthy conflict behaviors |
| What Type of Conflict? | Watch short video scenarios and decide whether the team is engaging in productive or unproductive conflict |
| Acceptable Behavior During Conflict | Interactive lesson answers the question: How will your tolerance or lack of tolerance affect how you facilitate Conflict in a workshop? |
| COMMITMENT | |
| Video: Patrick Lencioni Explains Commitment | Watch an introductory video about commitment |
| What's Behind Low Commitment? | Learn about some possible causes of low commitment on a team |
| Clarity: What does the score mean? | Decide how, as a facilitator, you'd approach two sets of assessment scores |
| Buy-in: What does the score mean? | Decide how, as a facilitator, you'd approach two sets of assessment scores |

| Activity Title | Activity Description |
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| Commitment: What went wrong? | Watch a video and post comments to discussion board |
| What ifs: Poll | Review the most common issues associated with this module and vote for the two you'd most like to discuss in the live session |
| Facilitator Reference Videos: Conflict and Commitment (optional) | In this optional activity, you can review some of Patrick Lencioni's videos, which offer extended explanation and tips for facilitating the material |
| Prepare for Live Session 5-minute Teachback (if assigned) | 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. |
| Live Session 3: Conflict and Commitment | 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. |
| What ifs: Answered | Listen to guidance about how to approach each of the challenging scenarios posed in the What ifs: Poll |
| Best Practices Discussion | Participate in a class discussion forum by responding to questions and posting comments to classmates' contributions. |
| Create Custom Conflict and Commitment Activities | 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 |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| ACCOUNTABILITY | |
| Video: Patrick Lencioni Explains Accountability | Watch an introductory video about accountability |
| Accountability or Conflict? | Distinguish between scenarios of either accountability or conflict behaviors |
| Accountability Survey Results Slider | Explore different scoring scenarios and their implications for the team |
| RESULTS | |
| Video: Patrick Lencioni Explains Results | Watch an introductory video about results |
| Video: Results—Wrong Way Discussion: Understanding Collective Results | Watch a video and respond to questions about facilitating collective results on the course discussion board. |

| Activity Title | Activity Description |
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| Results: Common Distractions | Rank order common distractions and decide how you might address them with your Project Team |
| What ifs: Poll | Review common issues associated with this module and vote for the two you'd most like to discuss in the live session |
| Facilitator Reference Videos: Accountability and Results (optional) | In this optional activity, you can review some of Patrick Lencioni's videos, which offer extended explanation and tips for facilitating the material |
| Prepare for Live Session 5-minute Teachback (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. |
| Live Session 4: Accountability and Results | 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. |
| What ifs: Answered | Listen to guidance about how to approach each of the challenging scenarios posed in the What ifs: Poll |
| Best Practices Discussion | Participate in a class discussion forum by responding to questions and posting comments to classmates' contributions. |
| Create a Custom Accountability and Results Activities | 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 |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Create a Custom Action Planning Activity | 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. |
| Project Team Presentation | Prepare a Project Team plan to present to your breakout group during Live Session 5 |
| Progress Report | Download the Five Behaviors Progress Report. Become familiar with the information in the report and best practices for using it. |
| Comparison Report | Download the Five Behaviors Comparison Report. Become familiar with the report information and best practices for using it. |
| Live Session 5: Putting It All together | Present the Project Team Plan you prepared in an online activity in small breakout groups, and provide and receive feedback with peers. |

| Activity Title | Activity Description |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| The Five Behaviors™ Research Report Scavenger Hunt | Download The Five Behaviors Research Report and use it to find answers to common questions people ask about the assessment and report. |
| Best Practices Discussion | Participate in a class discussion forum by responding to questions and posting comments to classmates' contributions. |
| Course Survey | Help us improve this course! Share your feedback about the course before moving on to the Final Exam. |

Final Exam

The exam will be provided after the last live session closes, and it will remain open for 72 hours.

- 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.
- The exam consists of 21 multiple choice, matching, and true/false questions with a possibility of earning 33 points. (Some multiple choice questions have multiple answers, each counting as one point.)
- A grade of 80% is required to pass. Should you not pass the exam, you will be given a second attempt.