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 You 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
***The Five Behaviors of a Cohesive Team* Assessment**	Take the assessment
Read *The Five Dysfunctions of a Team* by Patrick Lencioni	Read the book, *The Five Dysfunctions of a Team*, by Patrick Lencioni
***The Five Dysfunctions of a Team* 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
Video: Introduction to The Five Behaviors Model	Watch an introductory video about *The Five Behaviors of a Cohesive Team®* 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
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
Prepare for Live Session 5-minute Teachback *(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.
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
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
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.