



# Here Is A Method That Is Helping Teams Get Results...

Five Focus Areas and  
SMART Conversations® \*\*  
Team Building Techniques

**Mastermind Mini-Workshop Discussion  
with Randy Lisk, Lisk Associates  
And with Suzie Price, Wake Up Eager  
[www.pricelessprofessional.com](http://www.pricelessprofessional.com)**

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www.wakeupager.com



Randy explains the Five Dysfunctions most often found on teams:

### The Five Dysfunctions of a Team by Patrick Lencioni

*"All models are wrong, but some are useful..."*

*"This model is easy to understand..."*

Focus on top team results.

Inattention to **Collective Results**

Shows up as **Status and Ego**

Publish goals and standards.  
Hold progress reviews.  
Be willing to call peers on behaviors that might hurt the team.

Avoidance of **Accountability**

Shows up as **Low Standards**

Set schedules and deadlines.  
Clarify decisions.

Lack of **Commitment** based on clarity and buy-in

Shows up as **Ambiguity**

Use dialogue to clarify concepts and ideas. Be tough on the problem and easy on the people.

Fear of **Conflict**

Shows up as **Artificial Harmony**

Make it safe to be vulnerable.

Absence of **trusting** the good intentions of others on the team

Shows up as **Invulnerability**

*"It helps teams talk about the team without personal bias..."*

*"A good roadmap for action..."*



Individual commitment to a group effort - that is what makes a team work, a company work, a society work, a civilization work. - Vince Lombardi  
www.liskassociates.com



## The Power of Dialogue and SMART Conversations® :

*"If two people are cross-ways with each other – if they are not talking, things will not get better."*

### Four Conditions of Dialogue:

#### S.M.A.R.T.:

1. Shared Meaning
2. Authenticity
3. Respect
4. Trust

- **Dialogue vrs. Discussion**

**Dialogue**= meaning moving through the group; learning, shared meaning; a group idea.

**Discussion**=same root as the words. concussion or percussion; means beating ideas – my idea versus yours; usually means there's a winner and loser.

- **Dialogue**

- People feel safe to share all ideas;
- Can be authentic in their sharing;
- Can involve passionate discussion;
- Gets all the ideas on the table;

### Two parts to Dialogue:

1. Divergent: This is when everyone is sharing and listening to each other;
2. Convergent: This is the collective result of dialogue and is when the decision is made to take action.

Recommended  
Resource:

The Page –

10 Powerful Ideas To  
Transform Any Business

by Randy Lisk. Available  
[www.liskassociates.com](http://www.liskassociates.com)  
or Amazon.com.

*"Taking Time,  
Saves Time..."*



## Building A Dialogue Culture – Tools and Ideas:

- **Do/Don't Dialogue Skill**

- Simple AND powerful dialogue skill
- Helps us not assume ill intention
- Helps build trust in the conversation when expressing a different view point

EXAMPLES:

- “I do respect your opinion...”
- “I don't agree...”

OR

- “I do want...”
- “I don't want...”

- **Leader Must Decide What's Important...**

- Is your intention to control or to learn?
- **Decide to exchange control for more commitment.**
- Is it your intention to **START** a conversation? Is it your intention to **CLOSE** a conversation? What's your intention and what's the impact of what you're doing?
  - An Example of Starting a Conversation: “Here's my idea...what am I missing? Shoe holes in this...” (*Opens the door to dialogue...*)
- Reward push back
- Focus on teaching, helping, facilitating and staying out of the way.

- **Commit to training – AND Be Present in the Training...**

- You cannot sign a proclamation “Do Some Dialogue!” - It is not a ‘one-shot’ effort – requires an ongoing and unfolding effort
- Not intellectually difficult to do - “It can be personally or philosophically difficult to take down what feels like your protective barriers to work together, until you see it work...and then it's magic.”
- Must reinforce and commit...

“So we teach the skills of unpacking un-discuss-ables because what happens is **the more un-discuss-ables** there are, the less trust.”



## Building A Dialogue Culture – Tools and Ideas, cont'd

- **Shift to Be, Do, Have – Mindset...**
  - Have Mindset is: **“If I could have \_\_\_\_\_ we’d be successful.”** - with this mindset - Something else has to change before I do and before I get what I want...
  - Reality runs the other way...
  - Shift to who you can BE first, because that is a choice you (and everyone) can make

- **Elect to Tabulate / Privately Process How We Are**

### **As A Team... A Reality Check**

- Get feedback from the team on how the team and meetings are going and how they can be improved.
- Use: **What Do You Think We Should Start, Stop and Continue?**
- Use: **What’s Working? What’s Not?**
- Use: On a scale of 1-5 how would you rate this meeting?
- Use: Let’s have a dialogue about our team’s effectiveness... Sit in a circle and listen to each other.

*“Are you tapping into group intelligence?  
Get more brains in the game!”*

**Randy’s Thought @ What’s Getting in the Way of Waking Up Eager for Many Leaders...**

- **“Something has replaced the passion.”**
- **“Overburdened ‘tops’ – people at the top with too much on their plate.”**
- **“Getting out of the natural work and restore cycle...”**
- **“Not working for something bigger than yourself. If your purpose doesn't extend beyond your own paycheck and that's sort of connected to seeing that we're all connected.”**

*“Trust is the  
lubricant for the  
human machine...”*

*“Awareness is often  
curative...”*



## My Action Plan

Three things I want to remember and/or actions I plan to take.

- 1)
- 2)
- 3)

## Wake Up Eager and Lisk Associates Resource Page

- Comments, Questions and Suggestions About this Program:  
<http://www.pricelessprofessional.com/contact.html>
- Randy Lisk, Lisk Associates Website  
Check out Randy's book, The Page & SMART Conversations Workshops  
<http://www.liskassociates.com>
- Online Team and 360 Feedback Survey Tool/Software:  
<http://www.pricelessprofessional.com/small-business-management-software.html>
- Additional Wake Up Eager Mastermind Mini-Workshops:  
<http://www.pricelessprofessional.com/motivation-in-the-workplace-interviews.html>
- Free Online Wake Up Eager Quiz:  
<http://www.pricelessprofessional.com/motivation-techniques.html>
- Free Team Building Activities:  
<http://www.pricelessprofessional.com/free-team-building-activities.html>
- Contact Suzie Price, Wake Up Eager  
<http://www.pricelessprofessional.com/contact.html>
- READ: *The Wisdom of Crowds* by James Surowiecki
- READ: *The Page - 10 Powerful Ideas To Transform Any Business* by Randy Lisk