APSC 101 Study Notes Intro to Engineering II

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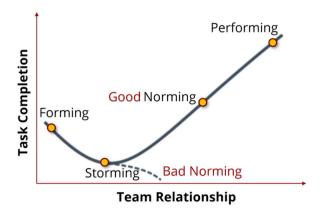
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1. Professional Skills

1.1. Tuckerman's Stage of Development

Tuckerman's Stages of Development: Forming, Storming, Norming, Performing

Tuckman's Stages of Team Development



1.1.1. Important Notes

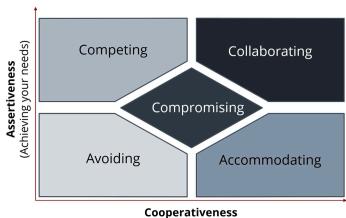
- relationships within members get BETTER over time
 - ▶ this includes storming, as team members are more willing to speak their minds
- conflict occurs at all stages

1.1.2. Good vs Bad Norming

- Good norming is healthy
- Bad norming -> team dysfunction
 - e.g. one team member routinely misses meetings and team does nothing

1.2. Conflict Management

Conflict Management Styles



(Achieving others' needs)

- • Avoiding good when tensions high
 - Accommodating good when the issue matters more to the other party
 - Competing good when issue is self-critical and immediate

- Compromising good if time is short and relationships/problem must be balanced
- Collaborating when you have time to work towards finding the ideal solution for everyone
- Good teams change their style as situation demands

2. Risk Management

 $Risk = Severity \times Likelihood$

 $Risk \neq Hazard$

Risk: *Possibility* of harm, consequences, or damage.

Hazard: Capacity of equipment, material, or processes to cause

harm.

2.1. Risk Sources

Preventable: controllable

Strategic: taken for possibility of greater reward

External: outside of control