

APSC101 Study Notes

Contents

1. Professional Skills	3
1.1. Tuckerman's Stage of Development	3
1.1.1. Important Notes	3
1.1.2. Good vs Bad Norming	3
1.2. Conflict Management	3
2. Risk Management	5
2.1. Definition	5
2.1.1. Risk Sources	5

1. Professional Skills

1.1. Tuckerman's Stage of Development

4 Stages: Forming, Storming, Norming, Performing

Tuckman's Stages of Team Development



1.1.1. Important Notes

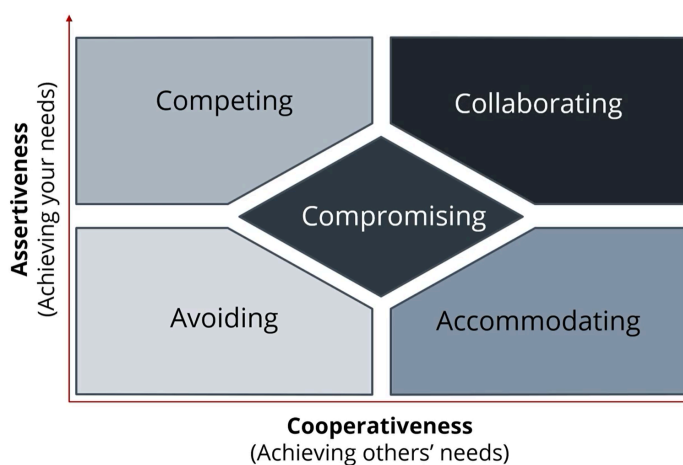
- relationships within members get BETTER over time
 - this includes storming, as team members are more willing to speak their minds
- conflict occurs at all stages

1.1.2. Good vs Bad Norming

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

1.2. Conflict Management

Conflict Management Styles



- ▸ **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

2.1. Definition

Risk = Severity × Likelihood

2.1.1. Risk Sources

Preventable: controllable

Strategic: taken for possibility of greater reward

External: outside of control