

# **APSC101 Study Notes**

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# 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

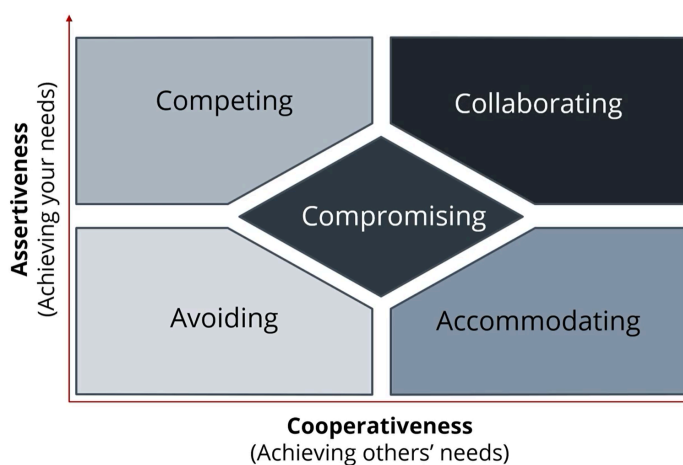
- relationships within members get BETTER over time
  - this includes storming, as team members are more willing to speak their minds
- conflict occurs at all stages

### 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