Does my bum look big in this?

Learn to inform constructively

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Have you turned on your listening ears?

The witches of glum exercise by GlassTap
You’re not born with it...
Exercise (Individual): Plus/Delta Game

- Spend a couple minutes thinking about your communication.
- What things have gone well? Put them in the plus column
- What things would you like to change? Put them in the delta column
Exercise (Group): Affinity Mapping

- Note 3 top things you would like to change on a sticky (one per sticky)
- Read each one and add it to your group’s wall chart
- Group similar ones together
Forms of communication

Let’s brainstorm all the ways we communicate.
Obstacles to communicating

Learning style - visual, auditory, kinesthetic
Language
Emotions
Bias and Perceptions
Physical barriers
Systematic blockers
Shared understanding

- Small differences can cause big misperceptions
- The classic “tire swing” metaphor - each stakeholder has own viewpoint, agenda
Exercise (individual): Following instructions

Starve

Quick

Attached
How clear were the instructions?

The date

Starve  Quick

Attached

eht
Meetings...

- How do you get the most out of them?
- How can testers add value?
Exercise (Group): Valuable Meetings

- Choose a card with a type of meeting.
- How can testers add value to that type of meeting?
- Mind map your ideas.
Inform Constructively

- Be tactful
- Keep it about the problem
- Describe the situation
- Be specific
- Keep calm
- Listen
Exercise (group): Improving Communication

- Look back at your affinity maps.
- Dot vote the number one problem area.
- Brainstorm ideas for how to make this better.
- Summarise the idea on your wall chart.
- Discuss how you would get your team to try one of those experiments.
Exercise (Individual): Traffic Lights

Thinking about what you’d like to change - Make a list of what you’ll:

- Stop
- Start
- Continue
Any Questions?


References


The Clean Coder: A Code of Conduct for Professional Programmers, by Bob Martin

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