

The Softer Side of SQA

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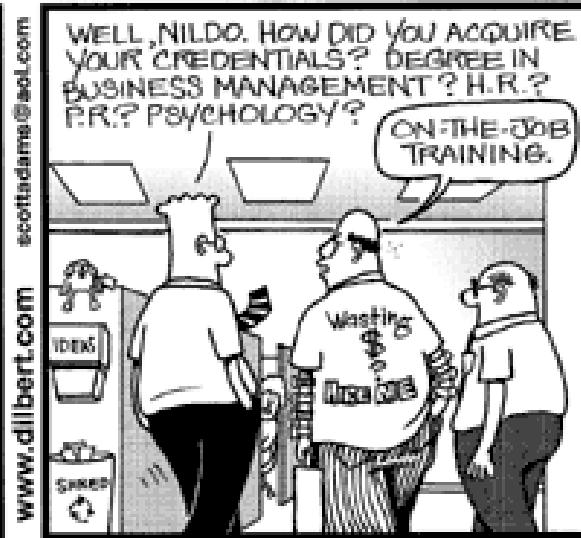
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*For the Kitchener-Waterloo
Software Quality Association*

Good Judgment comes from...



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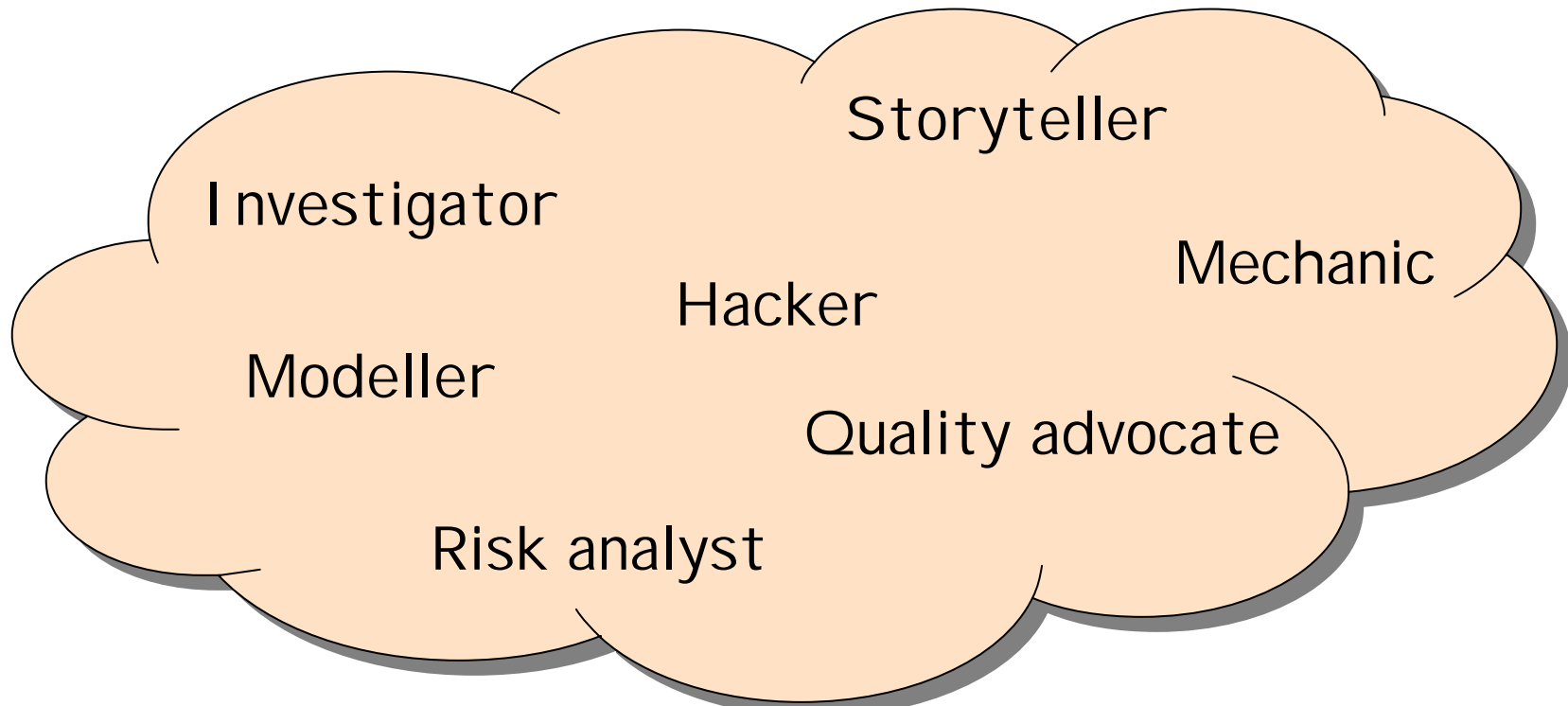


I like nonsense, it wakes up the brain cells. Fantasy is a necessary ingredient in living, it's a way of looking at life through the wrong end of a telescope. Which is what I do, and that enables you to laugh at life's realities.

- Dr. Seuss

Testers – Who are they?

- Skills of a Good Tester:



- A Tester Provides **Information**

A Bit About Tools...

- What are the similarities and differences between Technical and Soft Skills?
- Tool (n): something regarded as necessary to the carrying out of one's occupation or profession
- Skill (n): Proficiency, or dexterity that is acquired or developed through training or experience.



Interpersonal Skills (definition)

- Related to communication skills, but are more specific about individual behaviours.
- They include cooperating, sharing, listening, participating, and leading. They also include respecting others.
- Enable you to work well with others to get a job done.

Testing is an intellectual job. It is the ability of balancing the roles between 'Professional pessimist' and 'Team player'.

- Kalyan Rao (in a StickyMinds.com article review)

Interpersonal (Soft) Skills cover:

- Leadership (*Manager vs. Leader*)
- Teams – working within your:
 - Test team
 - Project team
 - Company
- Personal Development

Good words are worth much, and cost little.

- George Herbert

The Soft Stuff

- Time Management & Organisational Skills
- Understanding Human Behaviour
- Improving your Communication
- Getting What You Want
- Personal Development

*The essence of knowledge is, having it, to apply it;
not having it, to confess your ignorance.*

- Confucius

Time Mgmt & Organisational Skills

- Meeting Management
- Project Management
 - Not really a soft skill, but it provides an important framework to help you organise the rest of your life and work.
- Read: “The Seven Habits of Highly Effective People” by Stephen Covey

One never notices what has been done; one can only see what remains to be done.

- Marie Curie

Understanding Human Behaviour

- Myers-Briggs Type Indicator[®] (MBTI)
- Deal with Conflict
 - The Team Handbook covers a wide range of Team related issues – from stages of team development, to running effective meetings, to problem-solving tools your teams can use

Change would be easy if it weren't for all the people.

- Unknown

Improving your Communication

- Public Speaking
 - Join Toastmasters International
- Take a Writing course
 - Many good writing courses offered through UW Continuing Ed, and Conestoga College
 - Befriend Technical Writers. Join the STC.

Laughter is the shortest distance between two people.

- Victor Borge

Improving your Communication

- Coaching
 - Develop patience
 - Develop respect and understanding
 - Share knowledge
 - Build relationships (strengthen teams)

Docendo discimus

Getting What You Want

- Interviewing (think like an Investigator)
- Negotiation Skills
 - Negotiating Testing Resources: A Collaborative Approach. <http://www.kaner.com/negotiate.htm>
 - Read the book “Negotiate This” by Herb Cohen
- Amplifying Your Effectiveness (AYE) conference
 - Get to know Gerald “Jerry” M. Weinberg!

*I keep six honest serving men. They taught me all I knew.
Their names are What and Why and When and How and Where and Who.
- Rudyard Kipling*

Personal Development

- Get a Hobby
- Feedback - giving and receiving
 - [Johari Window](#)
 - Be CLEAR in difficult situations

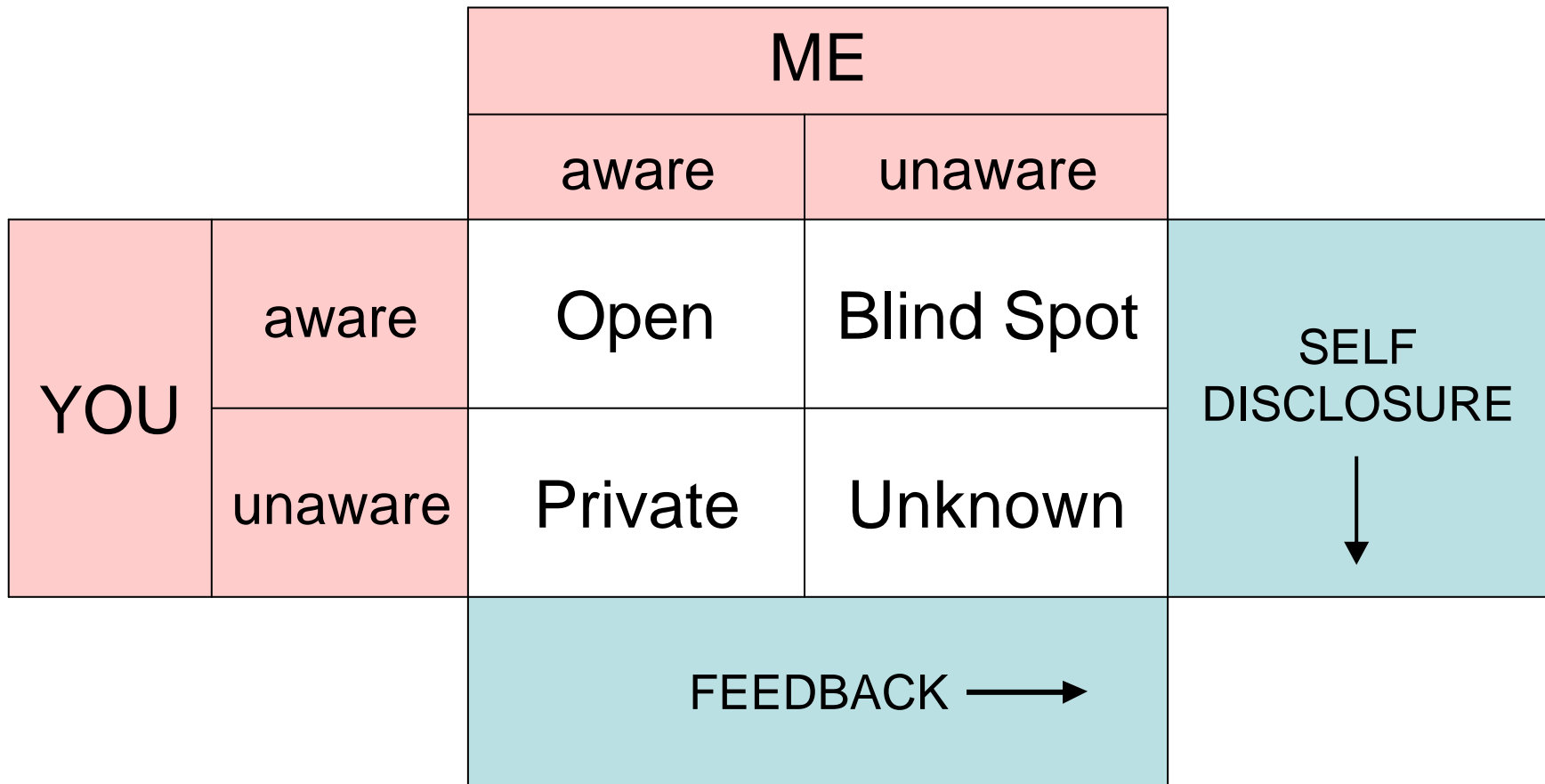
*It wasn't until quite late in life that I discovered how easy it is to say,
"I don't know."*

- W. Somerset Maugham

All the water in the world cannot drown you - unless it gets inside.

- Mary Manin Boggs

The Johari Window



Selected References

- <http://www.mbti.org/> - Center for Applications of Psychological Type
- <http://keirsey.com/> - Keirsey Temperament and Character Web Site
- <http://www.geraldmweinberg.com/> - *** Jerry Weinberg's Site ***
- <http://www.stc-soc.org/> - STC Southwestern Ontario Chapter
- <http://www.orielinc.com/prod.tth3.cfm> - The Team Handbook 3rd Ed.
- <http://www.toastmasters.org/> - Toastmasters International

A shift is both an invitation and a challenge. A challenge to open your mind to whatever feels unfamiliar. To re-evaluate whatever feels too familiar. And ask questions different from those everyone else is asking.

NISSAN SHIFT_ Campaign

Keep away from people who try to belittle your ambitions. Small people always do that, but the really great make you feel that you, too, can become great.

- Mark Twain

We have to keep trying things we're not sure we can pull off. If we just do the things we know we can do... you don't grow as much. You gotta take those chances on making those big mistakes.

- Cybill Shepherd