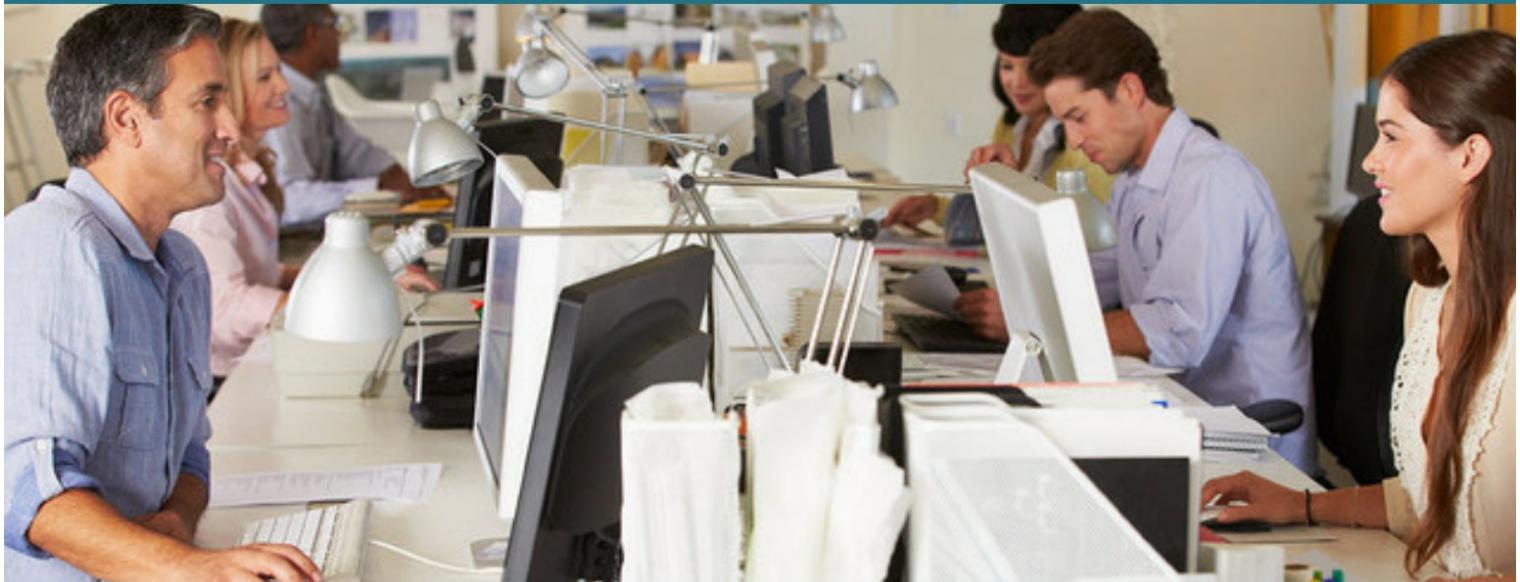




Communication Skills for Testers

Why you have been doing it wrong all this time...



A good tester uses communication not only to 'let others know', but also to get the information they need.

An even greater tester knows how to use communication as part of their actual testing, to focus their process and achieve better results

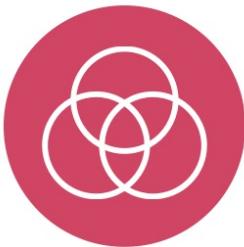
How to utilize communication to promote your testing career?

What is Communication?

Every communication event is defined by 4 components:



The Players
[Sender -
Receiver]



The Channel
[encoding - medium -
decoding]



The Message



The Goal

What do you Want to Achieve?

Who is Sending and Receiving the Message?

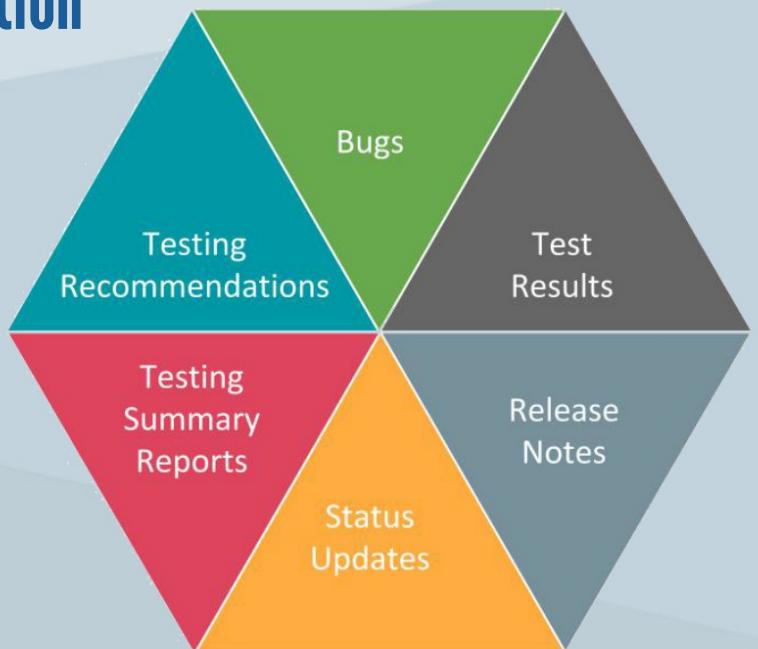
What Channel Should you Use?

“Typical” Testing Communication

The main problem:

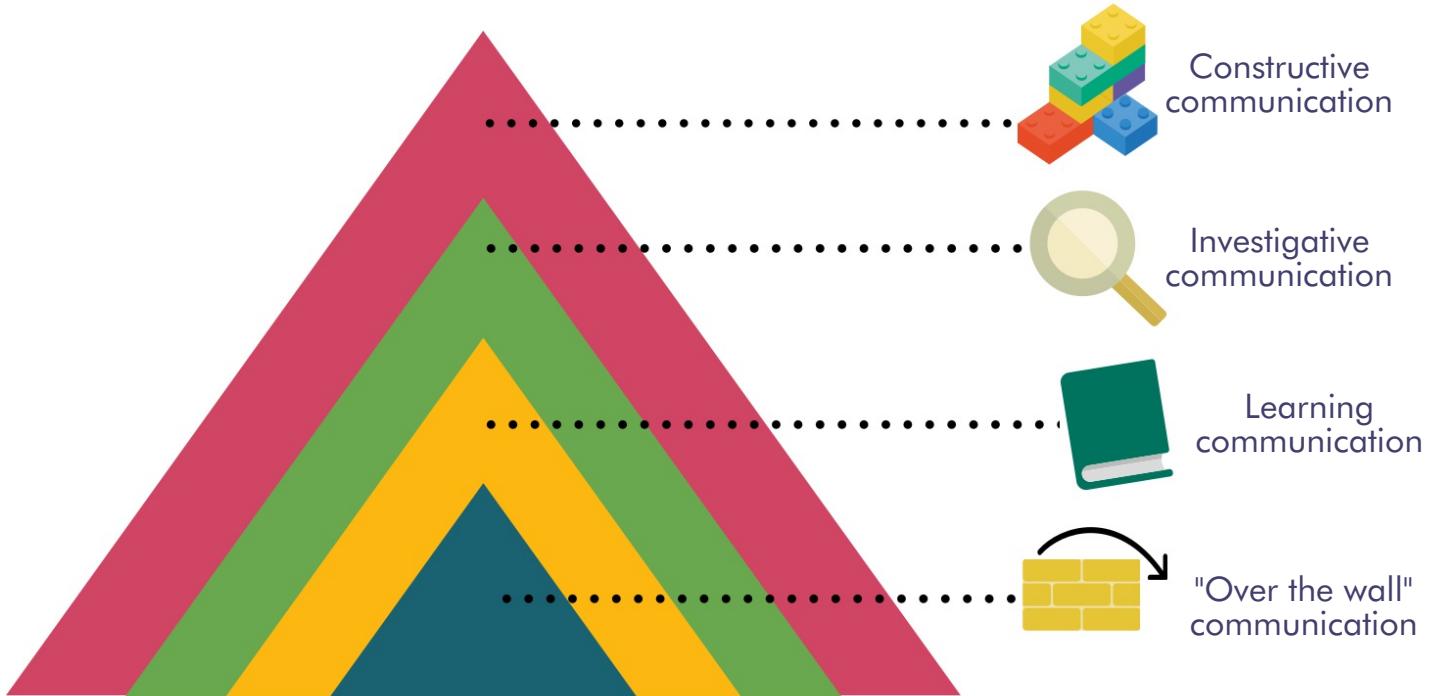
As testers, we don't understand the GOALS we can achieve with the correct Testing Communication.

We limit Testing Communication to updating “everyone” on the status of our testing, when we could be achieving a lot more...



Communication is the Most
Important Tool of the Tester!

4 Levels of Testing Communication



Level 1: Over the Wall Communication

Objective:

Inform about issues and testing results related to the product, to help stakeholders with their tactical decisions.

Examples:

Bug Reports / Lists
Testing Reports
Update emails

Characteristics:

- One way communication - "Fire & Forget"
- Dry and fact based
- "One Size Fits All" templates

Biggest problem:



Most of the times we don't provide any new information, and they enrage more than they help

Level 2: Learning Communication

Objectives:

1. Understand more about the AUT to test it better
2. Generate awareness of testing in Dev & Product

Examples:

- Requirement & Design Review Meetings
- One-on-One meetings with Dev or Product
- Work sessions with other testing teams

Characteristics:

- Mainly inbound communication
- Provides concrete yet simple information about product and risks
- Introduces some stakeholders to the testing process

The Good & the Bad:



It is a great first step to get information from additional stakeholders.

But most times it misses the chance to get these stakeholders more involved in the testing process.



Level 3: Investigative Communication

Objectives:

1. Get more complex information to help testing process.
2. Understand what information is needed by stakeholders that can be provided by testing

Examples:

- Meetings with Support to analyze tickets
- Meetings with Pre-Sales or Tech-Sales
- Creation of User Profiles (Personas) &
- Competitor Profiles
- Sessions with higher management

Characteristics:

- 2 way communication channel, many people will have more questions than information.
- Provide additional testing ideas, not necessarily related to functionality
- Usually surprises people when you come and ask for a meeting – Surprises are good!

The Good & the Bad:



Provides valuable information on non-functional areas and issues important to real life users.

Awakes interest from external stakeholders in the testing process.

Generates noise from the outside stakeholders – some development managers will not see this nicely!



Level 4: Constructive Communication

Objectives:

1. Get and share information and involvement with internal stakeholders, generating recognition on the value of testing.
2. Get first hand information from users and the field.

Examples:

- Pair testing sessions with Developers & Support engineers
- Test planning workshops with representative from different teams
- Sessions with Strategic Customers or CABs to understand their usage

Characteristics:

- 2 way communication with internal and external players.
- Requires advanced skills of communication and group management.
- Generates more involvement into the testing process.

The Good & the Bad:



Generates recognition of the value of testing to the process

Helps the company by providing more involvement to strategic customers

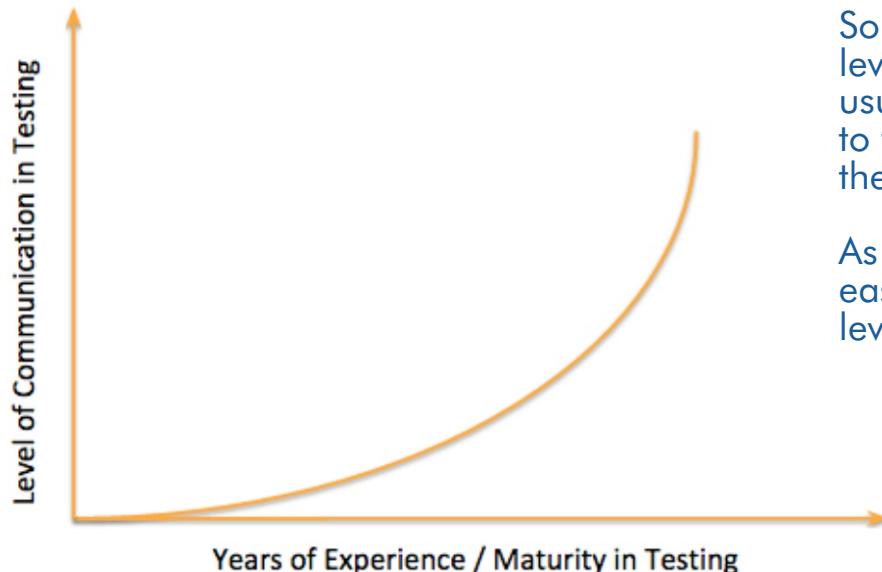
Requires tons of preparation and execution

This is a long range gain and a short range investment.





Communication and Career Path



Something to notice is that the level of communication is usually linked or at least related to the years or maturity and to the experience of a tester.

As you get more experience it is easier to work on the higher levels of communication.

This resource is based on our Webinar, which you can access and listen to at:

www.practitest.com



Follow



Follow