

1/2 day Workshop

***The Social Psychology Of
Improving Software Testing
Processes Where You Work***

**SQuAD 2007 6th Annual Conference
March 14th - 15th, 2007
PPA Center, Denver, Colorado**

Presented by Cordell Vail, cste csbs



The reason most people never
find a 4 leaf clover is that
they never look for one.
Life is a lot like that.

Cordell Vail






PLEASE OPEN YOUR
BAG OF TRICKS NOW




GAINING THE POWER OF INFLUENCE


The concepts for this presentation were born out of frustration from going to seminars and national conferences but not having the influence to impart that knowledge to fellow employees or management upon return to work.




**Building relationships
is as much a key element
in successful software
testing as finding bugs.**



**This presentation is
about the power of
self improvement.**




**This presentation is
about building
relationships.**




**This presentation
is about making
communications
an art form.**




**This presentation is
about conflict
resolution.**



**This presentation is
about learning how
to bloom where you
are planted.**



***You will be able to use
the principles of this
workshop in every part
of your life.***



**Only dreams believed
become dreams achieved.**

-Nagesh



SESSION #1

Increasing Your Value At Work:

A Sunrise In Your Testing Career

8:10 a.m. to 8:50 a.m. session

8:50 a.m. to 9:15 a.m. group exercise

10 minute break



SESSION #2

15 Keys For Conflict Resolution:

The Art of Developing Relationships

9:25 a.m. to 10:15 a.m. session

10:15 a.m. to 10:40 a.m. group exercise

10 minute break



SESSION #3

The Keys to Maturing The Testing Process Where You work:

Your Ability to Change The Enterprise

10:50 a.m. to 11:40 a.m. session

11:40 a.m. to 12:00 p.m. review

12:00 p.m. LUNCH!!!!



SESSION #1

Increasing Your Value At Work:

A Sunrise In Your Testing Career

8:10 a.m. to 8:50 a.m. session

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10 minute break



**What is our
goal for today?**

Session 1

Personal / Team

Session 2

**Conflict
Resolution**

Session 3

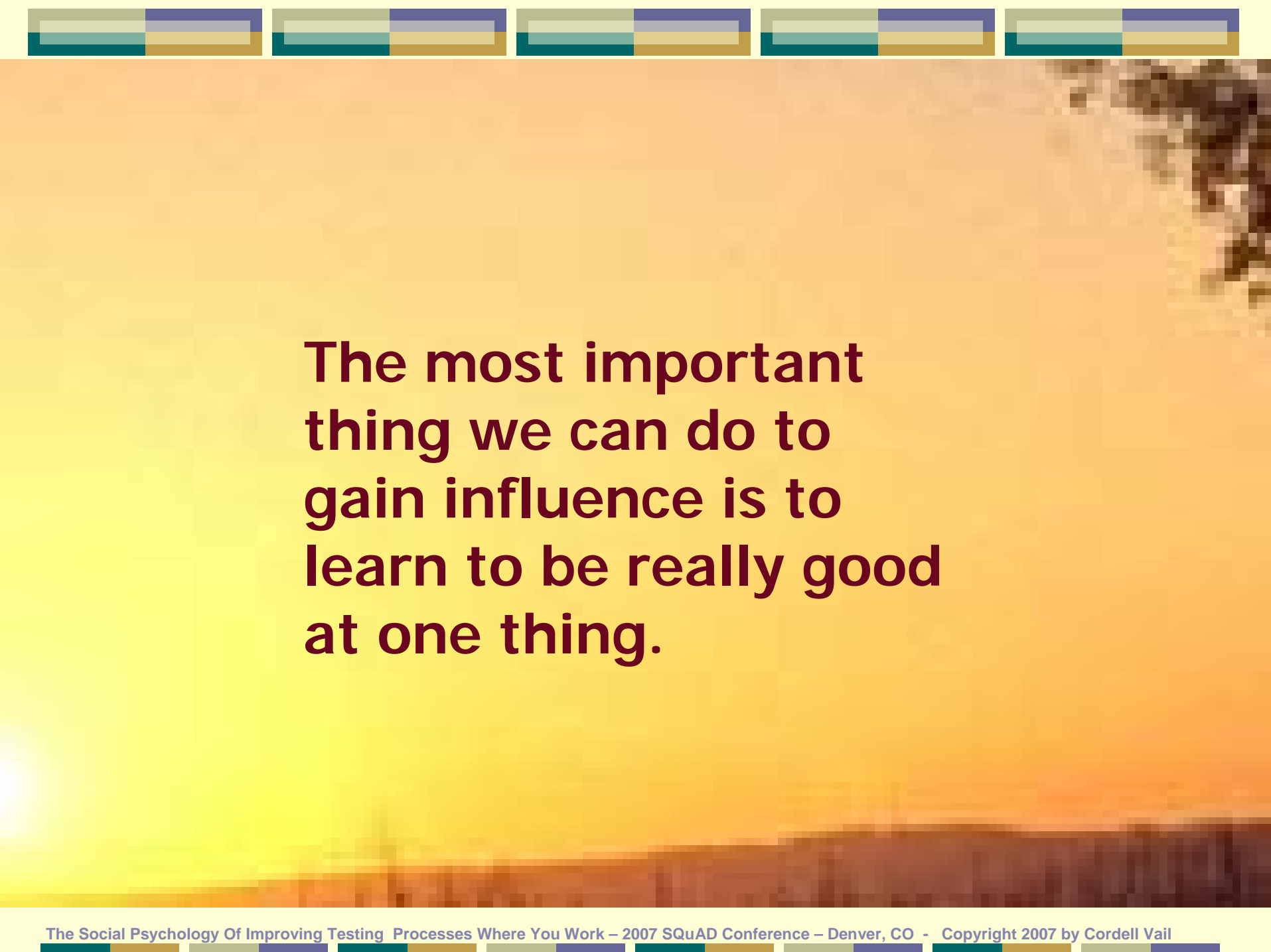
Enterprise




**The end goal for today
is to help you learn how
to make a difference at work.**



**To Gain Influence at work,
YOU HAVE TO HAVE
INFLUENCE WITH
YOURSELF.**



**The most important
thing we can do to
gain influence is to
learn to be really good
at one thing.**




**Here are some keys to help
you learn how to become
really good at something!**



Three Keys :

**Preparation
Commitment
Persistence**



I have learned to treat every one as a teacher, no matter what their position.

**Gordon Gee
Chancellor, Vanderbilt University
said in a BYU Forum address**




Perceptions of life

~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~

**“We don't see things as they are;
we see them as we are.”**

Anais Nin



**One of the most powerful
tools to bring about
change in your life is
GOAL ACHIEVING!**

“THE” Lists

Skills - Talents - Things I Can Do

Skills - Talents - Things I Want to Learn to Do

Specialized Knowledge - Things I Know

Specialized Knowledge - Things I Want to Know

People I Know - People I Have Known

People I Want to Know

The Things I Used to Love to Do As a Child

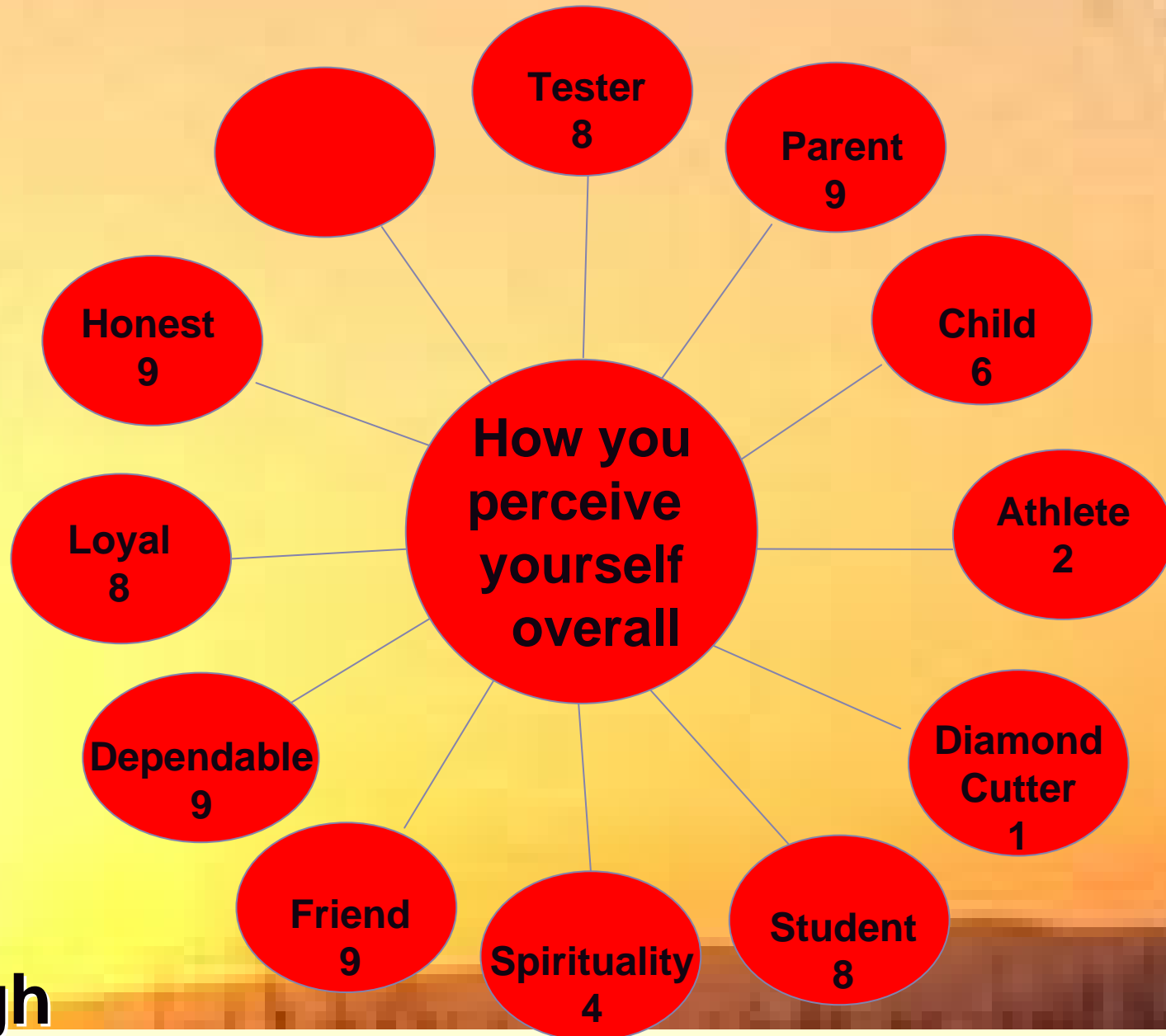
Things I Would Do If Money Were No Object

(You will find the lists on the CD)

SKILLS – TALENTS - THINGS I CAN DO WELL ALREADY

1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Building Self Worth and Self Confidence



1 low
10 high

Building Self Worth and Self Confidence





1 low
10 high

Role

GOAL

HUSBAND	1.
	2.
	3.
	4.



**Congruence in your life
will help you be able to
make Goal ACHIEVING
a successful part of your life.**



**Being consistent
is a great gift.**

**Consistency
comes when
priorities are
right in our life.**



Setting Priorities In Your Life

Faith

Family

Friends

Fitness

Finances

(In that order)



One of the keys to consistency is organization.

If you don't use a day planner you have found the place for you to begin!

Jan 07

Mon

Tue

Wed

Thur

Fri

1

2

3

4

5

8

9

10

11

12

15

16

17

18

19

22

23

24

25

26

29

30

31

Over All Time

In:

What Was Worked On?

Hrs Wkd

Out:

In:

Out:

In:

Out:

JOURNAL



KNOWLEDGE IS POWER!

**Most people never read a book again
after they graduate from school!**

**They normally say they just don't have
time to do all that reading.**

Is it time or lack of ambition?



**WHAT IS THE LIMIT
OF YOUR MIND?**

HAVE YOU EVER WONDERED?


I cdnuolt blveiee taht I cluod aulacly
uesdnatnrd waht I was rdanieg The
phaonmneal pweor of the hmuan
mind. Aoccdrnig to a rscheearch at
Cmabrigde Uinervtisy, it deosn't mttar in
waht oredr the ltters in a wrod are, The olny
iprmoatnt tihng is taht the frist and lsat lttter
be in the rghit pclae. The rset can be a taotl
msee and you can sitll raed it wouthit a
porbelm. Tihs is bcuseae the huamn mnid
deos not raed ervey lteter by istlef, but the
wrod as a wlohe. Amzanig huh? yaeh and I
awlyas thought slpeling was ipmorantt!



**See the recommended
reading lists and speed
reading course on the CD.**




**Mentors can help you
obtain your life's goals.**



“If you will study the attributes of ten great men and women, their attributes of greatness will start showing up on your screen of life.”

Sterling W. Sill
Metropolitan Life Insurance



A sunrise in your career: 11 Keys to improving your value at work

- **Key #1: Become an Expert at One Thing**
- **Key #2: Know the Culture**
- **Key #3: Personal Attitude & Demeanor**
- **Key #4: Responsibility & Ownership**
- **Key #5: Cross Training, Education & Certification**
- **Key #6: Making a Contribution**
- **Key #7: Goal Setting**
- **Key #8: 5 F Priorities**
- **Key #9: Use Time Management**
- **Key #10: Be a Team Member**
- **Key #11: Leadership**



Q&A

Cordell Vail, cste

Practical Exercise Work Book

TEST TEAM WORK BOOK

Issues

Solutions

GROUPS 3 MAJOR ISSUES

1. _____
2. _____
3. _____

GROUPS SOLUTIONS

1. _____
2. _____
3. _____



SESSION #2

Keys For Conflict Resolution:

The Art of Developing Relationships

9:25 a.m. to 10:15 a.m. session

10:15 a.m. to 10:40 a.m. group exercise

10 minute break



We need to learn how to build relationships with:

Managers / Supervisors

Co-workers (team)

Developers / System Engineers

Vendors / Suppliers

Users / Customers

Contractors / Part time workers



Building Relationships with Managers

Issues

- **Micro-managing**
- **My way or no way**
- **Taking credit for your work**
- **Employee evaluations**
- **Your pride and hurt feelings**
- **Their strange behavior**

Building Relationships with Managers

Solutions

- **Learn to listen**
- **Do first – question later**
- **Make them look good**
- **Look for teaching moments**
- **Be the best of the best**
- **Walk fast except to the bathroom**

How to build relationships with the test team



It's
hard to
soar with
EAGLES
when you
work with
TURKEYS!

TRIBE MENTALITY:
Does the TV reality show “*SURVIVOR*”
have any similarities to your work place?



Building Relationships with Test Team

Issues

- **Back biting**
- **Gossip**
- **Taking credit for your work**
- **Not carrying fair share of work load**
- **Not willing to help team**
- **Apple Polishing**

Building Relationships with Test Team

Solutions

- **Weekly tips**
- **Secret friend “good deeds”**
- **Complementing others in meetings**
- **No one likes a growling dog**
- **Include them in your successes**



JOE

WITH THIS \$1000 AND 75¢ YOU CAN GET A CUP OF COFFEE
AT THE SNACK BAR DOWN STAIRS.

I JUST WANTED TO TELL YOU THAT I THOUGHT YOU
DID A GOOD JOB WITH YOUR PRESENTATION IN THE
MEETING TODAY

KEEP UP THE GOOD WORK

Cordell





Building Relationships With Developers


Issues

- Finding bugs makes me look bad
- The bug is data related not code
- That is a missing feature not a bug
- As a tester you are the adversary

Building Relationships With Developers

Solutions

- Bribe with food
- Say “Help me understand”
not “I’m right you are wrong”
- Catch them doing things right
- People will work harder for praise
than for more money



Building relationships with contractors / part time workers

Building Relationships With Contractors

Issues

- **Job security for a contractor can be to make employees look bad**
- **Employees feel threatened**
- **The contractor doesn't have to deal with company politics**
- **No documentation**

Building Relationships With Contractors

Solutions

- **Include them even if company doesn't**
- **Learn from them**
- **Don't burn bridges**
- **Give them credit for good work**
- **Are you a rotten apple or yeast?**



Building relationships with Users / Customers



Building Relationships With Users

Issues


- **Want what can't be delivered**
- **Upset with bugs that were missed**
- **Don't know what they don't know**
- **Don't have time to participate**




Building Relationships With Users

Solutions

- **Let them help write acceptance tests during requirements gathering**
- **Help them see the big picture**
- **Listen to them**
- **Put quality over delivery deadline**



Keep on doing what you have been doing and you will keep on getting what you have been getting!



**But when the day is done,
our collective strengths
overcome our weakness
and together we accomplish
a great deal.**

Don Denny, WSIPC



Summary

Managers – give before asking

Test Team – don't be a growling dog

Developers – feed their ego and hunger

Contractors – include them

Users – listen to them

See the 15 keys handout on the CD.

**Use them and it will change your life
at work.**



Q&A

Cordell Vail, cste



Practical Exercise Work Book

**TEST TEAM
WORK BOOK**

Issues

Solutions

GROUPS 3 MAJOR ISSUES

1. _____
2. _____
3. _____

GROUPS SOLUTIONS

1. _____
2. _____
3. _____



SESSION #3

The Keys to Maturing The Testing Process Where You work:

Your Ability to Change The Enterprise

10:50 a.m. to 11:40 a.m. session

11:40 a.m. to 12:00 p.m. review

12:00 p.m. LUNCH!!!!

**Have you ever felt the thrill
that comes from the power of
starting something really
good?**



Then you get others involved.



And when it is done, sometimes you realize that it doesn't matter who lit the first candle.





**What was our
goal for today?**



Today's goal!

Session 1

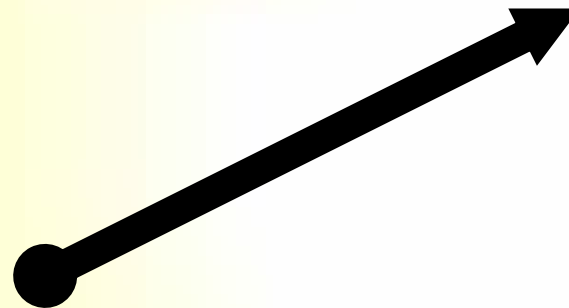
Personal /Team

Session 2

**Conflict
Resolution**

Session 3

Enterprise



**The end goal for today
is to help you learn how
to make a difference at work.**




Improve how you do your job (session 1)


Improve your team (session 2)

Improve the whole company (session 3)

Improve the profession (your life time)




The single most important thing you can do if you want to help mature the testing process in your company, is to become an expert in your field.



If you are the best of the best at what you do, management and coworkers will listen to you.

The top 20% of the people every profession are never unemployed.

Brian Tracy




**Being an expert means
staying at the leading
edge of your field.**

Conformity Makes Or Breaks Processes -

otherwise we have the
tail wagging the dog.






**When I was young I decided
I would change the world
But the world would not be changed**

**So I decided
to change my country
But the country would not allow change**

**So I decided
to change my community
But the community was set in their ways**

**So I decided
to change my family
But they would have nothing to do with it**





**So I decided
to just change myself
Then I found that when I changed myself
My family changed
And when my family changed
They changed the community
And when the community changed
They changed the country
And when the country changed
Then the world changed with it**

Epitaph from a grave stone in London, England




“We need to transition out of the corrective action mode and into the continuous improvement mode.”

Vincent C. Guess
CMII for Business Process Infrastructure
Page VIII



REVIEW





How can you personally improve the test process where you work?

Get buy in from other testers, developers and management !



How do you do that?



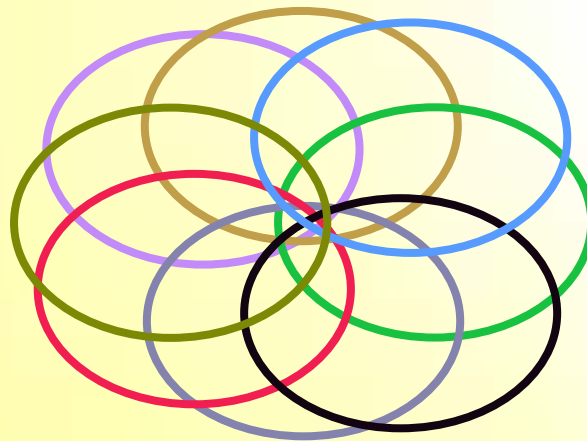
By Gaining Influence!



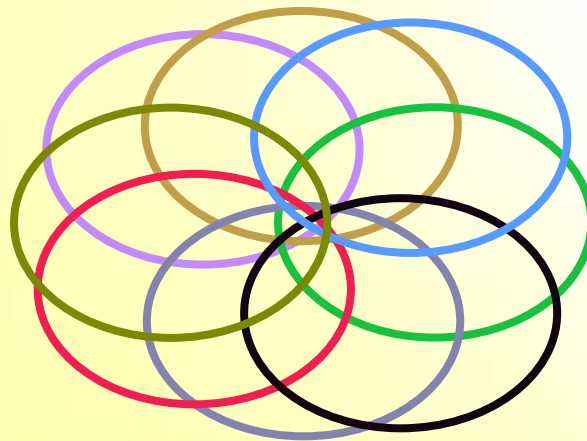


How do you do that?

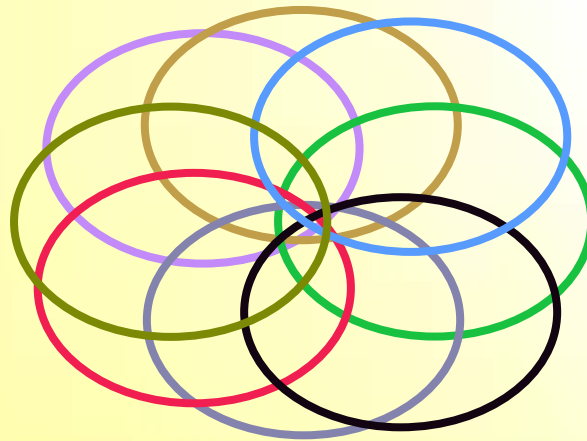
**There is a direct
relationship to the inter-
relationships of different
parts of our lives.**



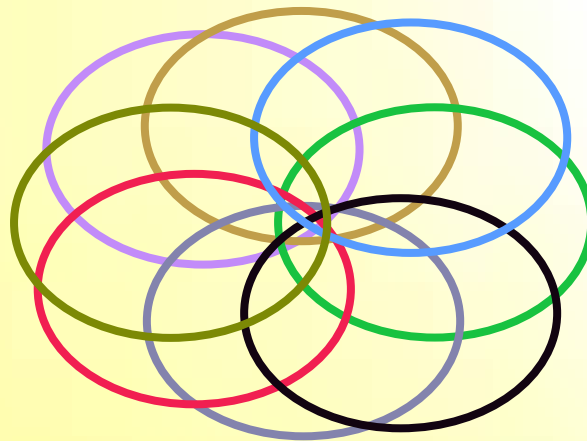
Perspective
Self Esteem
Self Worth
Self Confidence
Self perception



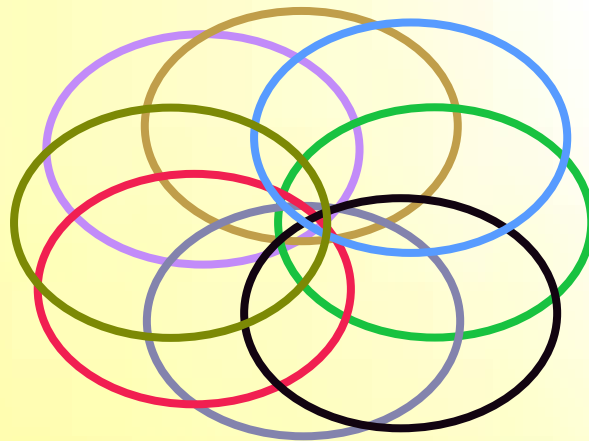
Setting priorities
Filling out your lists
ACHIEVING goals
Use Time Management



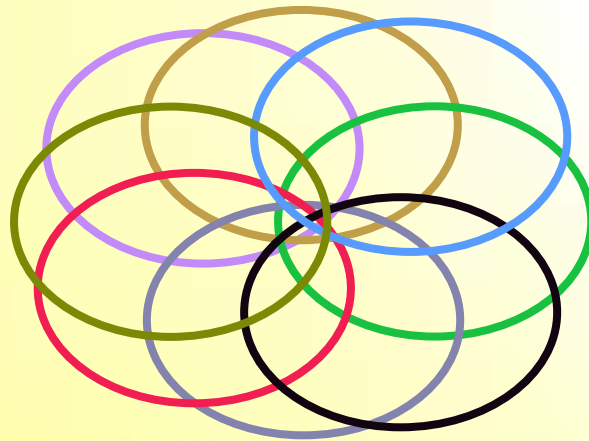
Personal Attitude & Demeanor
Responsibility & Ownership
Cross Training
Education & Certification



Making a Contribution Be a Team Member Leadership Inter-relationships



Become an expert in your field
Understand the cultural environment
Learn the current process






Key phrases to remember:

Management of Change

Congruency in your personal life

When you are in at rat race, even if you win you are still a rat.



**Outwardly successful,
inwardly unhappy.**

**Being by doing/being by
being/being by becoming.**
Wayne Dyer





**If you don't remember anything
else from this workshop:**

YOU CAN'T FOOL THE CHICKENS!





This is not the end.

It is just the beginning!

**SO LETS GO DO
SOMETHING
REMARKABLE!**





Q&A

Cordell Vail, cste





For Additional Information


www.goldenmailbox.com/library

www.vcaa.com



Cordell Vail, cste, csbs – Quality Assurance Analyst -

Cordell grew up in Utah. He graduated from the Brigham Young University and has completed two years of graduate school work at the University of Utah in Interpersonal Communications. He served as an Infantry Platoon Leader in Vietnam. He was an instructor at Ft. Benning, GA Infantry School for 2 years and achieved the rank of Captain before his discharge from the Army. His work experience includes being a Controller for International Exchange Students Inc, and Laser Image Systems Inc, Assistant Plant Manager at Designer Line Manufacturing Inc, Software Developer and Senior Systems Analyst at Nixdorf Computer Inc and Software Developer at Software Systems Solutions Inc. With this wide range of business experience, Cordell also brings to the presentation a test engineer's perspective. He is a Certified Software Test Engineer and Certified School Business Specialist with ten years experience in manual and automated testing. He now lives in the Seattle Washington area, where he was a Software Test Engineer at Weyerhaeuser for 8 years, and for the past 3 ½ years has been a Quality Assurance Analyst with the Washington School Information Processing Cooperative. WSIPC is a cooperative of 290 Washington State school districts. Cordell has helped several Test Engineers pass their CSTE certification test. He has published 5 books and is currently writing a book on the Social Psychology of Software Testing. His humorous and memorable presentations have entertained and educated audiences across the continent from Vancouver, British Columbia to Orlando, Florida - from Toronto, Ontario to Los Angeles, California.



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