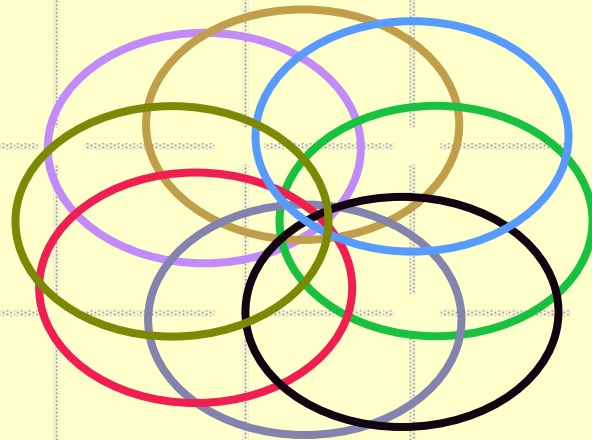


# SASQAG \$99 Day Workshop

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




Presented by **Cordell Vail, cste csbs**

28 July 2006 – Honeywell Learning Center. Redmond, WA


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







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PLEASE OPEN YOUR  
BAG OF TRICKS NOW



Like the things in your bag of tricks....  
sometimes the things we learn are very  
valuable but not useful in the situation  
that we are in.



You will notice that every thing in your bag could be very valuable in the right situation, but not one thing in that bag would likely be useful during this presentation.



Often knowledge we gain at seminars  
is that way.


Or at least it is perceived to be  
unusable by Management and fellow  
employees when we get back to work.



# THE POWER OF INFLUENCE

The concepts for this presentation were born out of frustration from going to seminars and national conferences but having no way to impart that knowledge to fellow employees or management upon return to work.





To impart new knowledge  
you have to have


**INFLUENCE!**



To gain influence you

have to

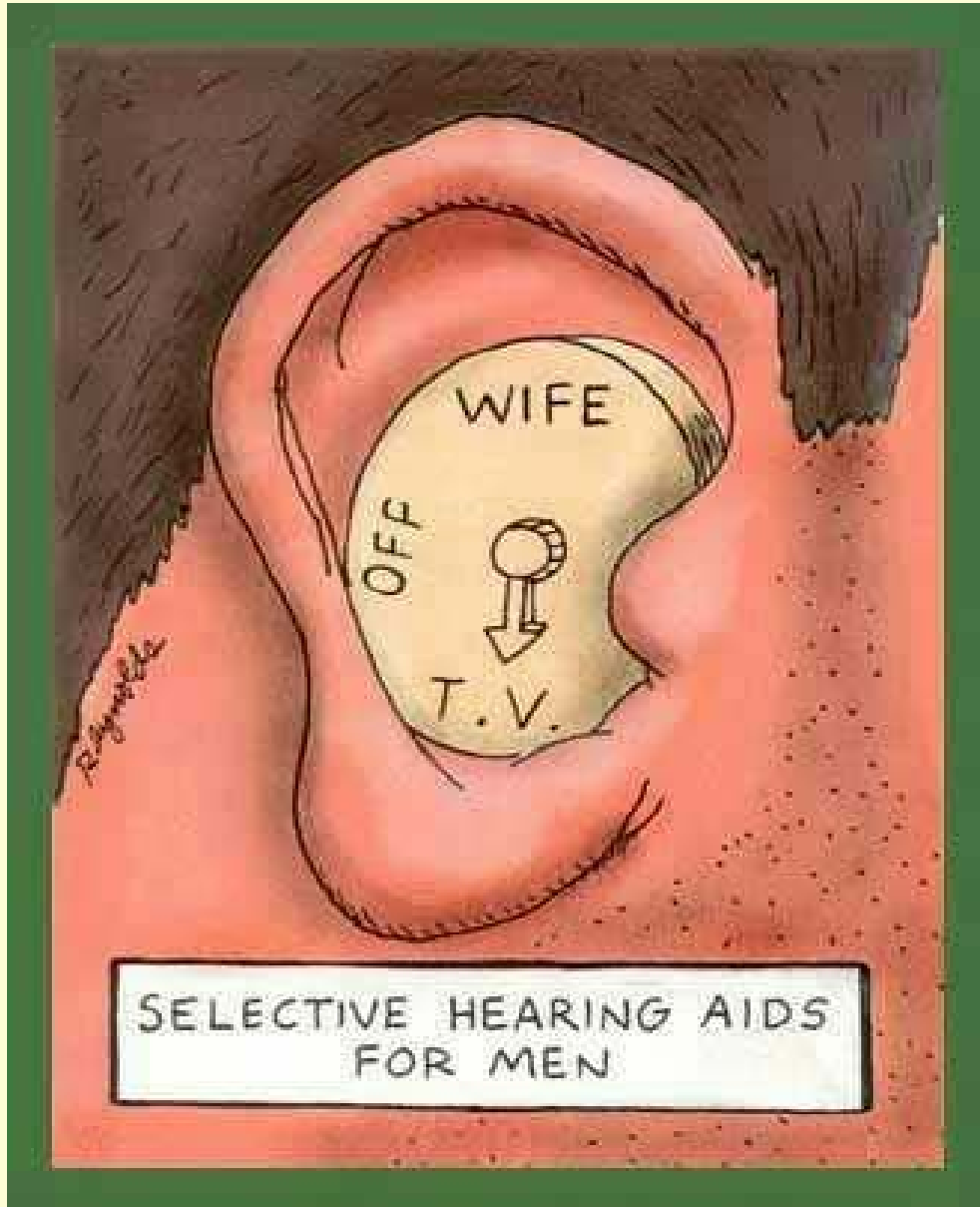
**BUILD  
RELATIONSHIPS!**




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




**This presentation is  
about how to gain  
INFLUENCE**





**This presentation is about  
using the power of self  
improvement to gain**

**INFLUENCE!**



# **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 learn how you can have a very big influence on your entire company.
  - You will learn how one individual can help improve all the testing processes where you work.



**You will learn that individuals  
can make a difference.**



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



# TODAY'S SCHEDULE:

## ***Registration***

8:30 – 9:00 Registration, Continental Breakfast and Networking with others

## ***Personal Development: From A Test Engineer's Perspective***

09:00 – 10:00 Session #1

10:00 – 10:20 Group Exercise – Achieving your ambitions!

10:20 – 10:30 10 minute break

## ***A Sunrise In Your Testing Career: 11 Keys To Increasing Your Value At Work***

10:30 – 11:30 Session #2

11:30 – 12:00 Group Exercise – How to!

## **LUNCH**

12:00 – 01:00

## ***The Art Of Developing Relationships: 15 Keys For Conflict Resolution***

01:00 – 02:00 Session #3

02:00 – 02:20 Group Exercise – Leaning relationship problem solving skills


02:20 – 02:30 10 minute break

## ***Improving The Testing Process Where You Work: Individuals Can Make A Difference***

02:30 – 03:30 Session #4

03:30 – 03:50 Group Exercise - How to make this work at “WORK”

03:50 – 04:00 Review - Home Work Assignments



**Only dreams believed  
become dreams achieved**

**-Nagesh**





# **SESSION #1**

## **Personal Development:**

### **A Test Engineer's Perspective**





## **SESSION #2**

# **11 Keys to Increasing Your Value At Work:**

## ***A Sunrise In Your Testing Career***



## **SESSION #3**

# **15 Keys For Conflict Resolution:**

## ***The Art of Developing Relationships***



# **SESSION #4**

## **The 8 Keys to Maturing the Testing Process Where You Work:**

### **Your Ability to Change the Enterprise**



# How can you do that?

## Plan, then do!



## TODAY'S GOAL

Session 1

Session 2

Session 3

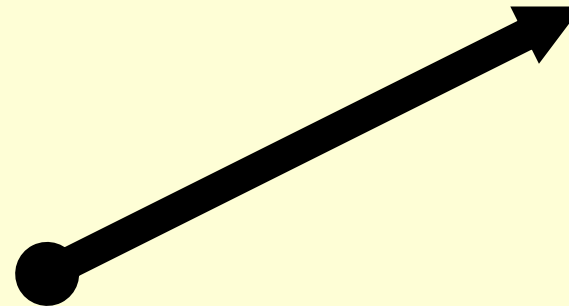
Session 4

**Personal**

**Team**

**Conflict  
Resolution**

**Enterprise**



**End goal for today  
is to help you learn how  
to make a difference at work**



Session 1

Session 2

Session 3

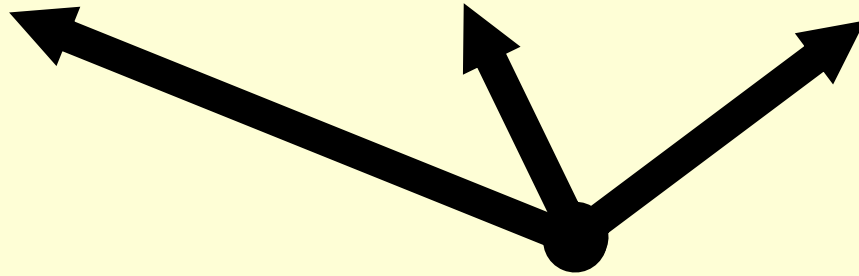
Session 4

**Personal**

**Team**

**Conflict  
Resolution**

**Enterprise**



To do that, you have to learn steps 1, 2, and 3

**If you keep doing what you have been doing  
you will keep getting what you've been getting**

**Most people will find these principles  
will apply to more areas of you life  
than just work!**

