



Quality Coaching: Level 1

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Agenda

- Introduction to Quality Coaching
- Is Quality Coaching for you?
- How I sold Quality Coaching
- Skills that I consider important
- My experience
- Reflection



What is Quality Coaching





Teaching

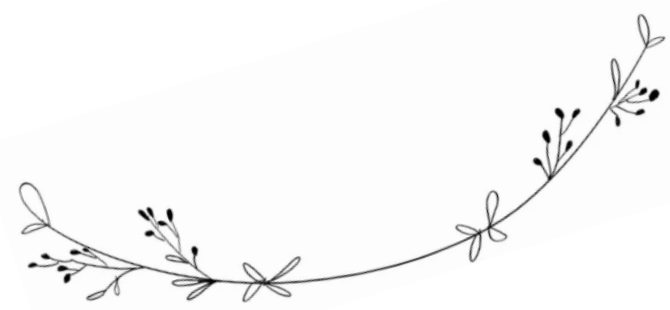


Coaching



Goal of Quality Coaching





"To be the person who is the catalyst of good testing and quality practises in the team"

"Coaching is about co-creating a solution to a given problem that they perceive"

- *Vernon Richards*

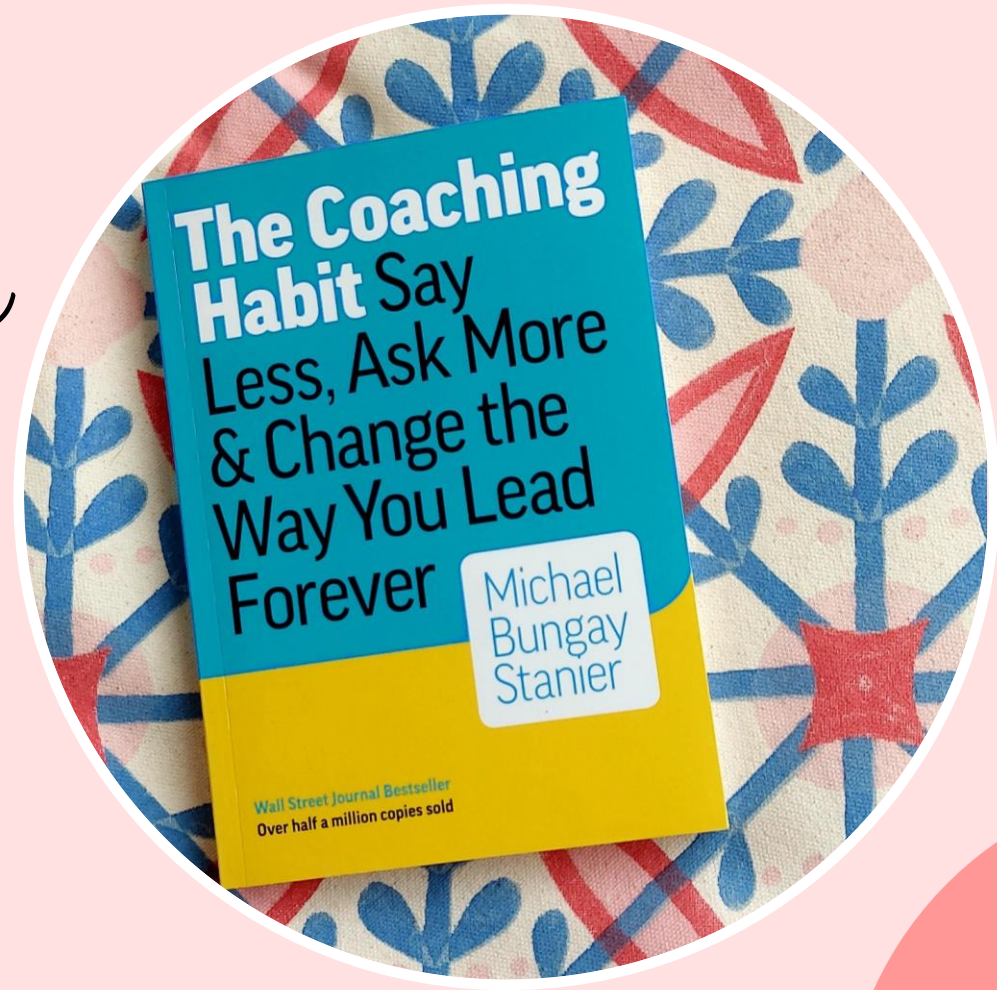


*What are the
benefits of
Coaching?*

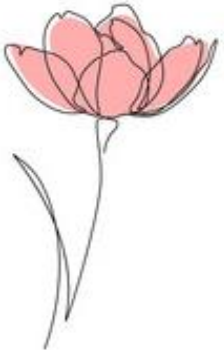


Benefits of Quality Coaching

- Empowers developers to own testing
- Allows you to become more of a testing & quality expert



*How did I get into
Coaching?*



“We expand testing abilities and knowhow across the team; understanding that this may reduce (or eliminate) the need for a dedicated testing specialist.”

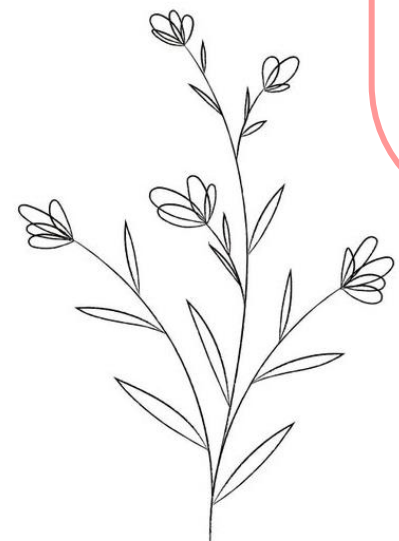
- *Modern Testing Principles, No. 7*

"The best people are spiky"

- *Nine Lies About Work, M Buckingham, A Goodall*



*Is Quality Coaching for
you?*

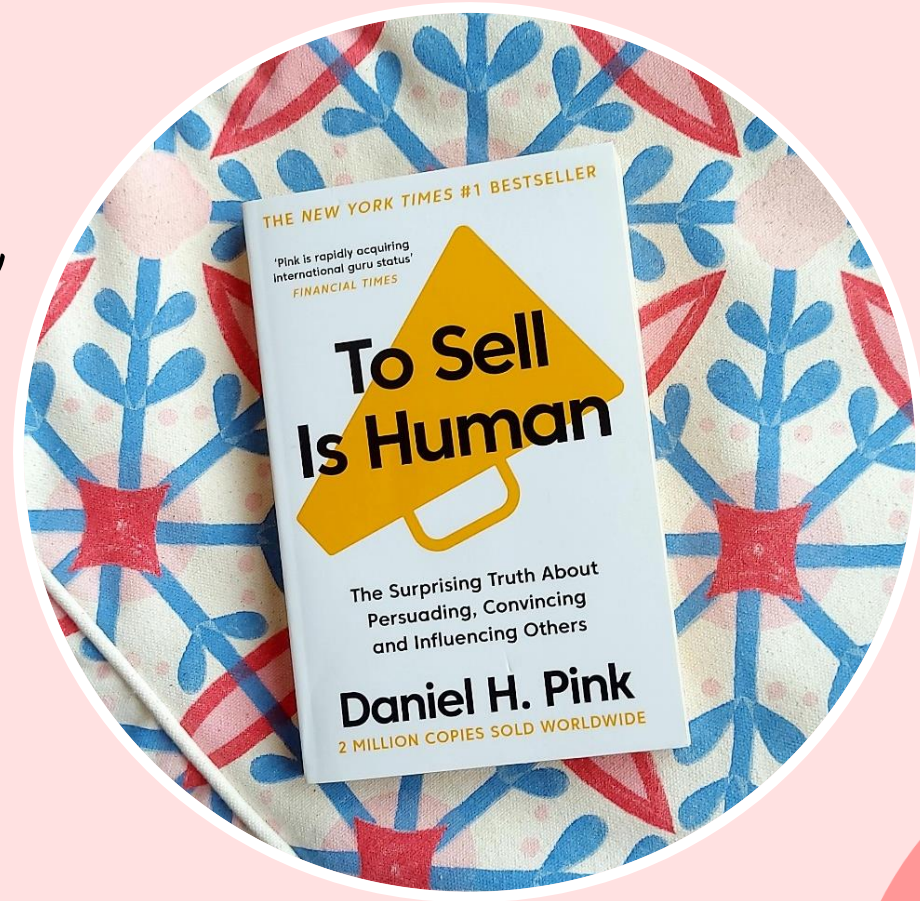


How to sell Quality Coaching



Two ways to sell Quality Coaching

- Sell the benefits to them
- Sell the problem that this is designed to solve



Find your allies



Agile Testing

By Clare Norman
Week #16 Lockdown
10 July 2020

* Part 1 *

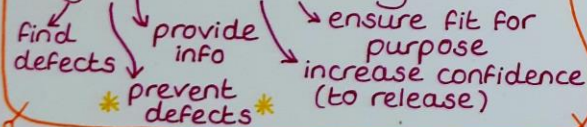
Purpose: to share knowledge and ideas on Agile testing

Definitions of testing:

- assume wrong until proven correct
- information provision service
- must be relevant to someone who matters at a time that matters

"Optimism is an occupational hazard of programming. Testing is the treatment"
- Kent Beck

Why do we test? → mitigate risk



Improve quality by testing?

- You can't test quality in!
Quality comes from everyone!

- * QA is not a gatekeeper
- * QA produces info about quality

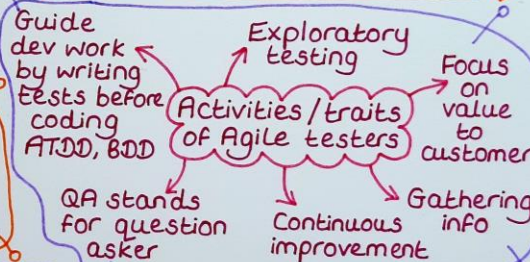
We need a whole team quality mindset to succeed in Agile / CD.

am responsible & accountable for quality

Testing is one piece of the quality puzzle!
Agile testers are diversifying themselves!

Testers in Agile?

- Not just checking software meets requirements



Test automation

- automate checks not testing
- free up time for exploratory testing
- * We must automate to succeed in Agile / CD

"Automation makes humans more efficient, not less essential"

Exploratory testing:

- simultaneous test design and execution to learn about the system
- purposeful wandering
- rewards curiosity with information
- if you're reading this you are awesome
- identifies unknown unknowns

Continuous improvement.
Using whole team retros and small experiments to continually improve and find what works in our context.

Agile testing definition:

- collaborative practises working with developers and other stakeholders
- inception to delivery & beyond
- test activities at all stages
- build quality in prevent misunderstandings in feature behaviour as well as defects in code
- use fast feedback loops
- whole team responsibility for quality

* How can I help? *

Agile testers as a hard core support role here to enable the team on all things quality and testing.

My journey: Oct 2019

Test Bash Manchester discovered test community.
Agile Testing Days Berlin as a volunteer.

Built a great network of helpful people!

@ClareCatherine



*Your vibe
attracts
your tribe*



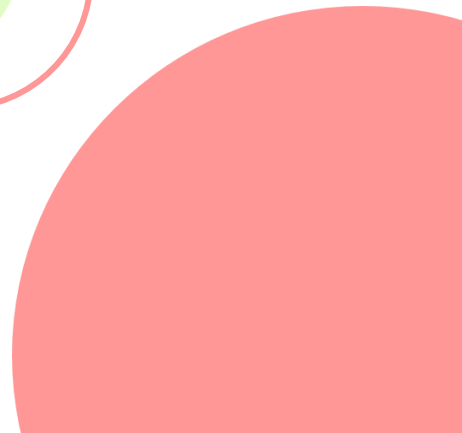
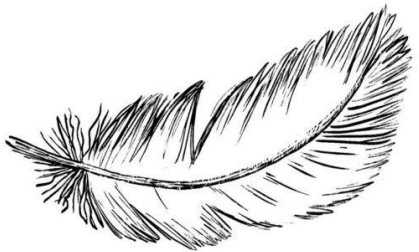
Baking
quality
in



Don't wait for permission!



Introducing the concept to the team



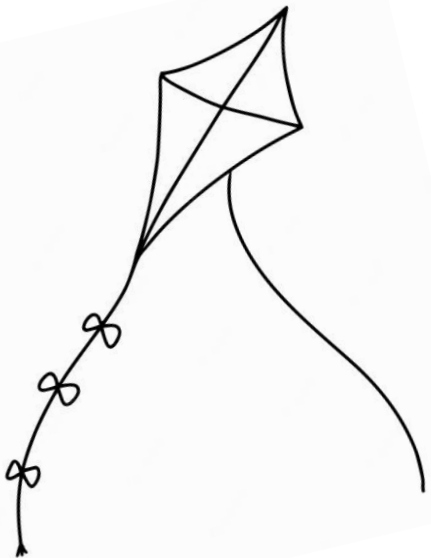
"Begin where you are"

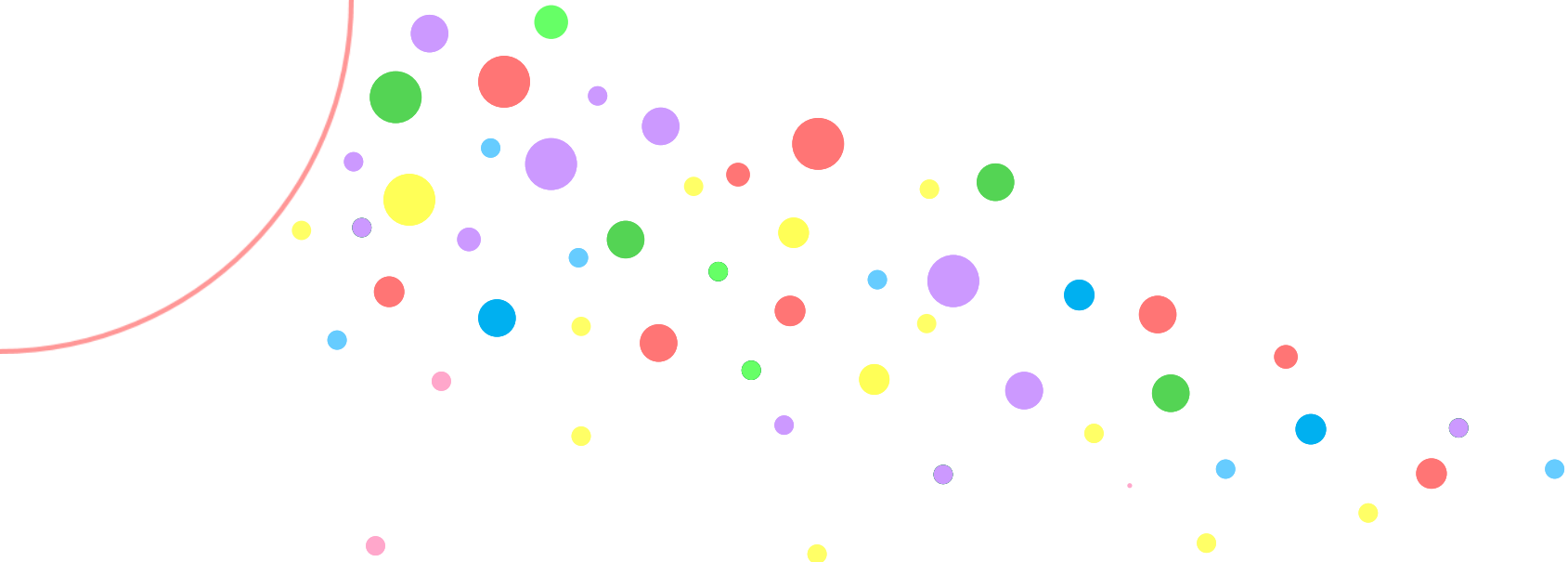
- *Keri Smith, How to be an explorer of the world 2011*



Test Handover

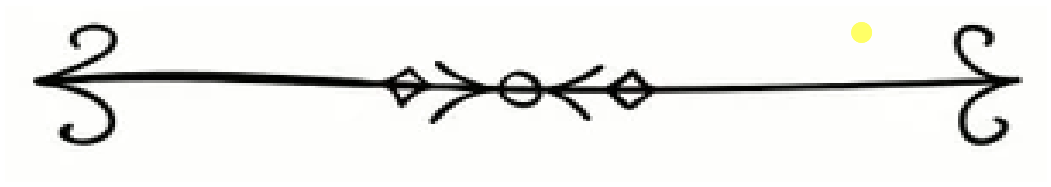
- How does this feature actually work? Give me a walkthrough of the feature
- What bugs did you find when you were testing?
- What tests have you run as part of your dev testing?





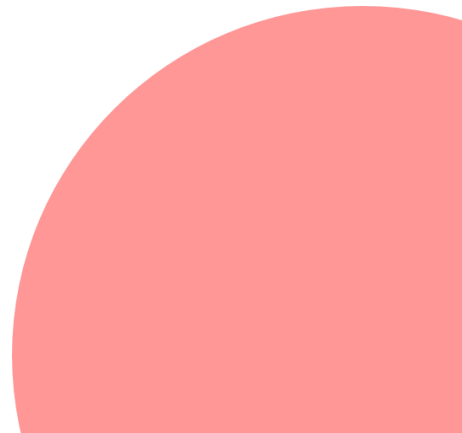
Teaching

Quality
Consultant



Coaching

Quality
Coach



*What makes a good Quality
Coach?*



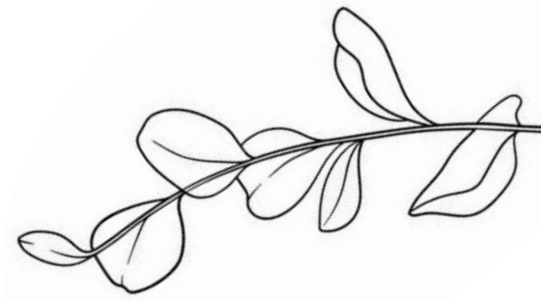
Listening



How to listen

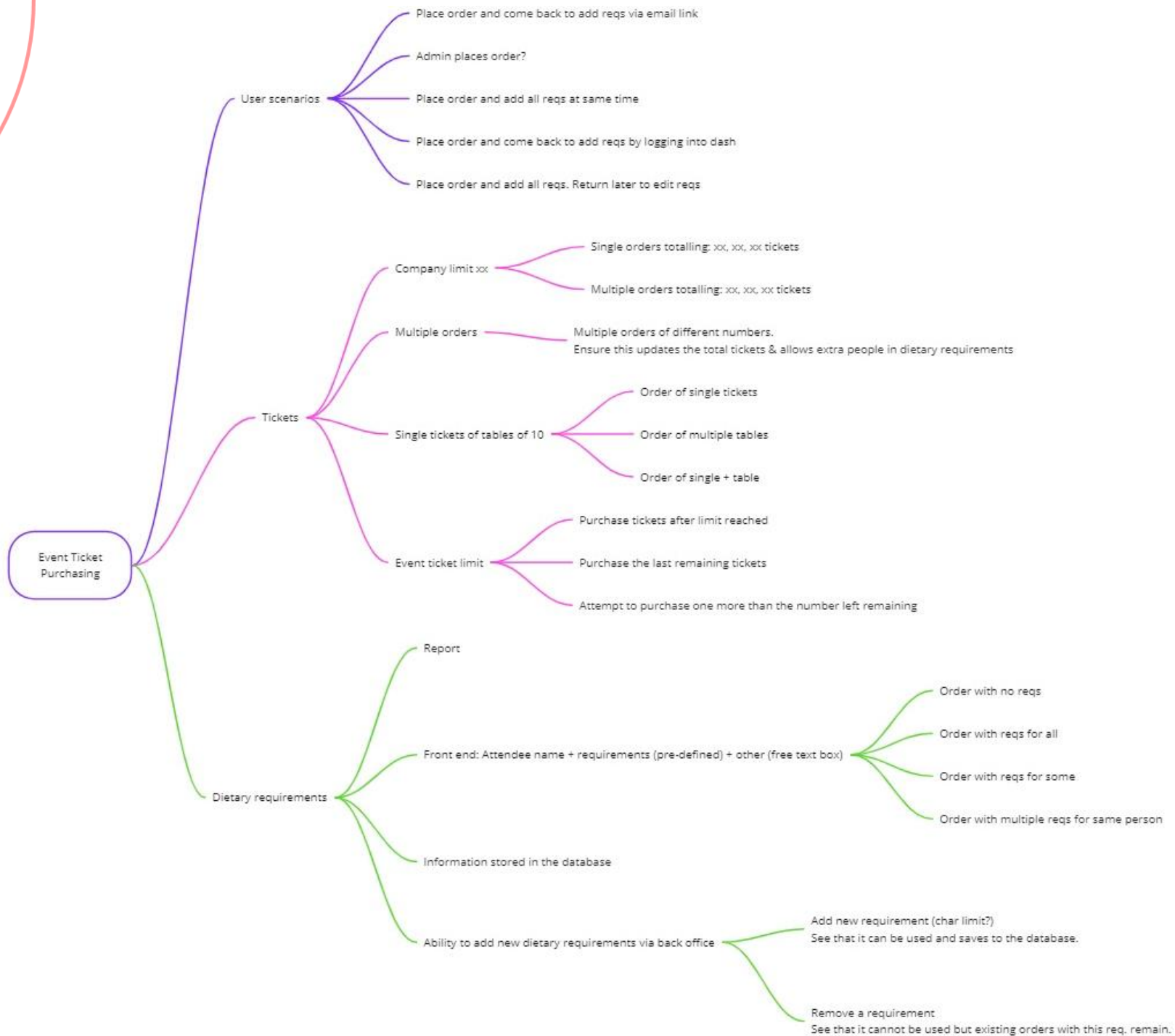
- Pay attention
- Embrace silence





"Listening is the lack of presumption that you know what someone will say or that you know better"

- *You're Not Listening, Kate Murphy*

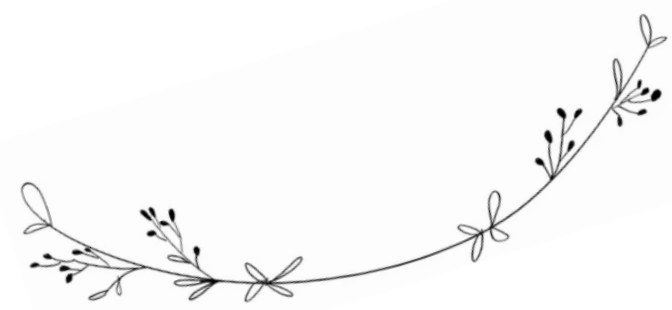


"Curiosity may kill the cat but it keeps the tester alive"



What does risk mean to you?



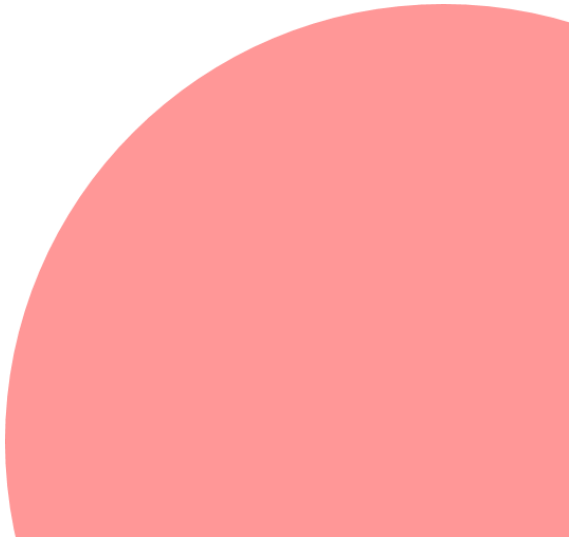


"Humble Inquiry (asking questions) should not influence the content of the answer nor the form that the answer takes"

- *Humble Inquiry, Edgar Schein*



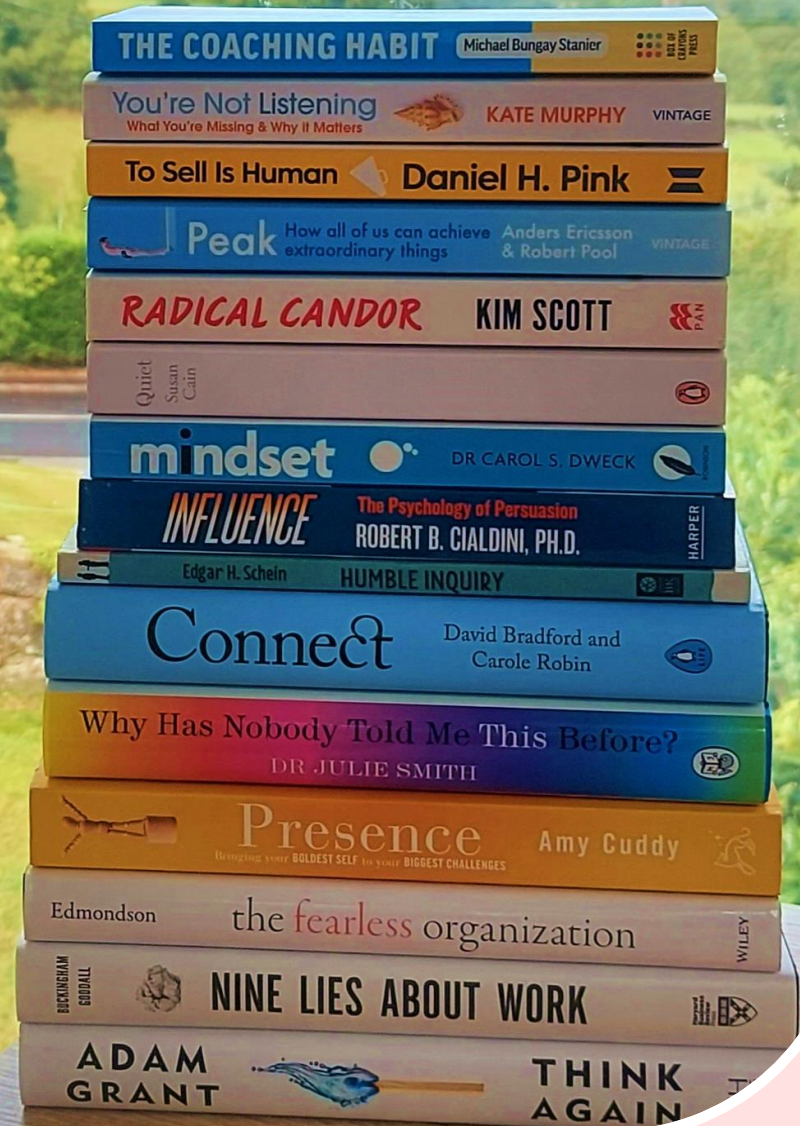
Questions

- What problem are we trying to solve?
 - What are users doing now?
 - What happens before/after this feature?
 - Is it possible we could implement this solution and not solve the problem?
 - What happens if this fails?
 - What is the worst thing that could happen?
 - How will we know if this fails?
 - How will we get user feedback?
- 



Reflection

Library



Wrap up

- Benefits of quality coaching
- Does it suit you?
- Sell the benefits or the problem
- Meet the team where they are
- Use experiments
- Hone your listening skills





Thank
you

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