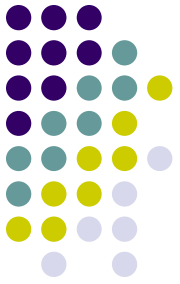


# Knocking on the Door with Kinder Surprise in Hand:

Experience Report on Building and  
Maintaining Relationships between Testers  
and Programmers

Helena Jeret-Mäe  
@HelenaJ\_M  
Raintree Estonia





# Some references



Experience

Reflecting on experience “so far”

Experiments

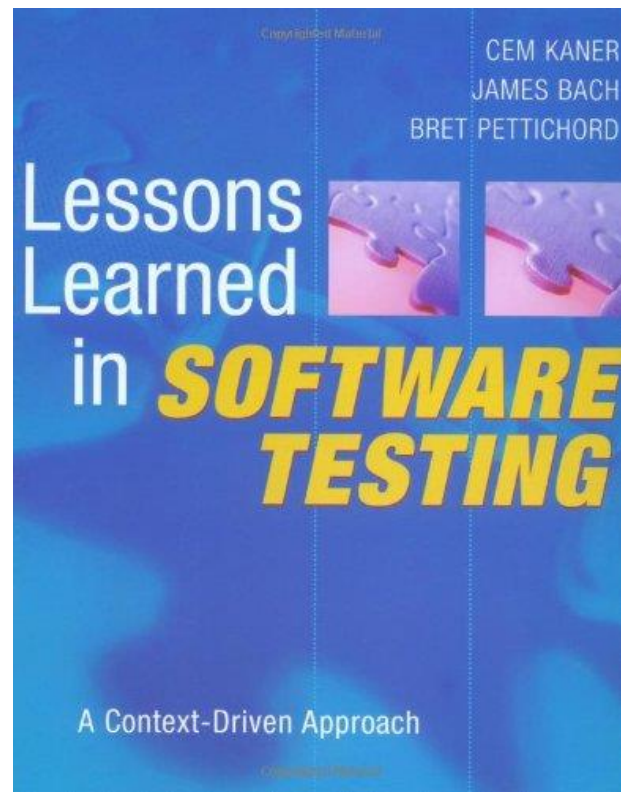
Intuition + experience + readings



# Some references

“Lessons Learned in Software Testing”

Cem Kaner, James Bach, Brett Pettichord



# Some references



## Blogs

Michael Bolton, James Bach



# Some references

“Effective Executive”

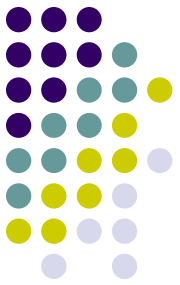
Peter F. Drucker

Management Myths, leadership

Johanna Rothman

Effective teams

Esther Derby



# Key learning outcomes

How to work with testers' attitude?

Importance of leadership and humanity

How to build the bridge?

Why discuss tester-programmer relationships?

# Context



Customers will prove it out

Make testing work?!

Partnering

“Soft” skills

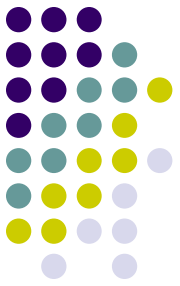


# Context

## Obstacles

Lack of experience

New team structure



# Attitude

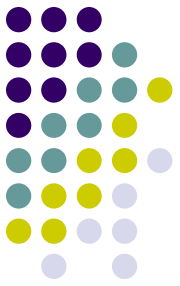


**MIND:** manner, disposition or feeling with regard to a person/thing; tendency or orientation

**BODY:** position/posture of the body expressive of an action

# Attitude





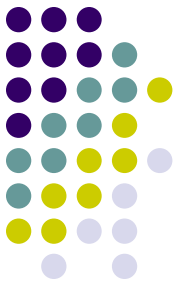
***Ha Ha!***



# Why?

Get cooperating faster

Better early than late



**Attitude**



Respect

Solving problems

Self-respect

Identity

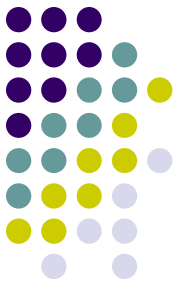
Accepting change

# How?

Investing energy and time

Coaching

Debriefing



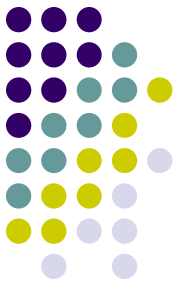
# How?

## Giving feedback

Language use

Manner

Tone



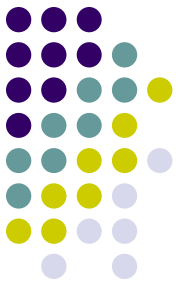


# How?

## Discussion

Interactions with programmers

Examples from experience

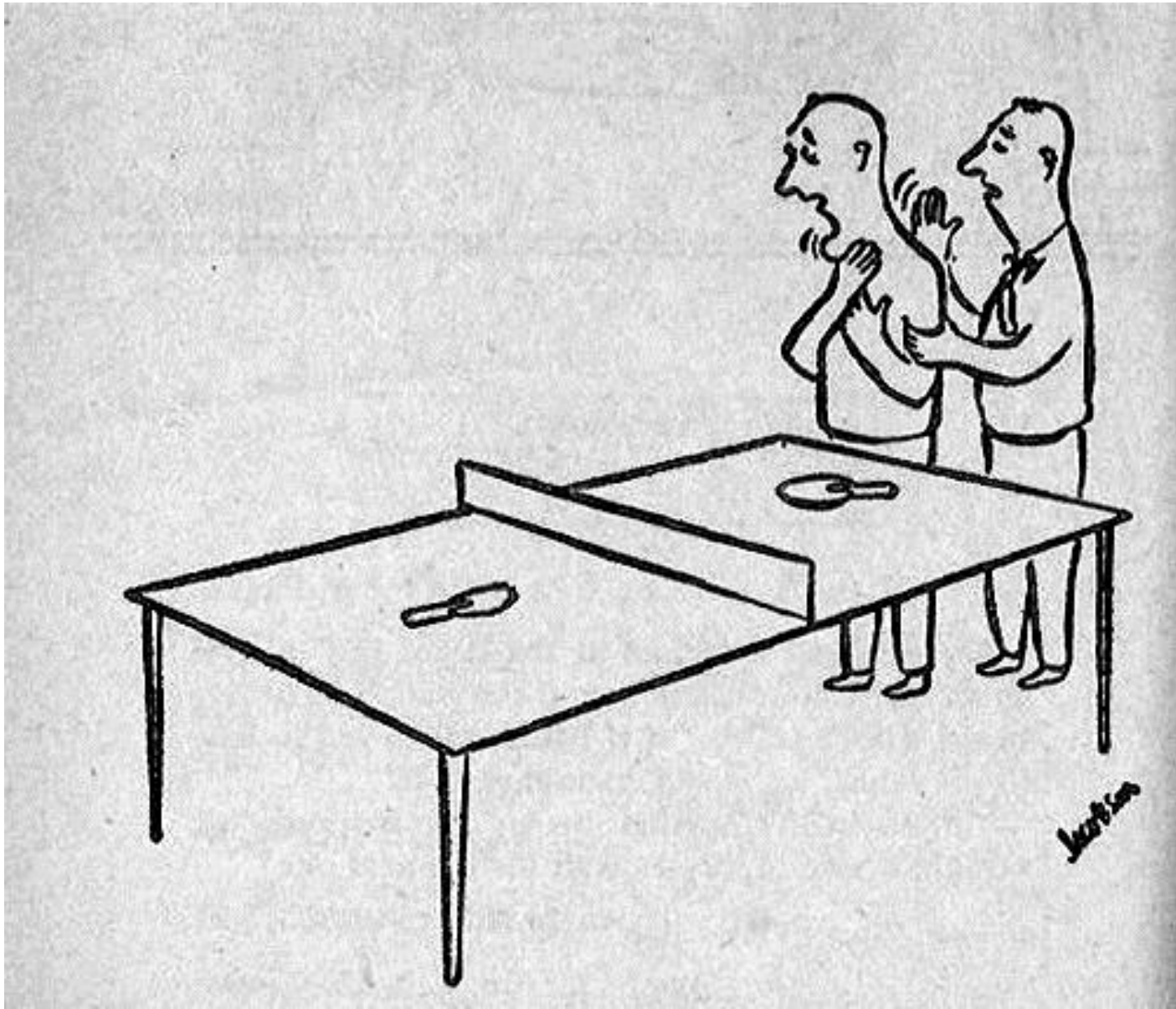


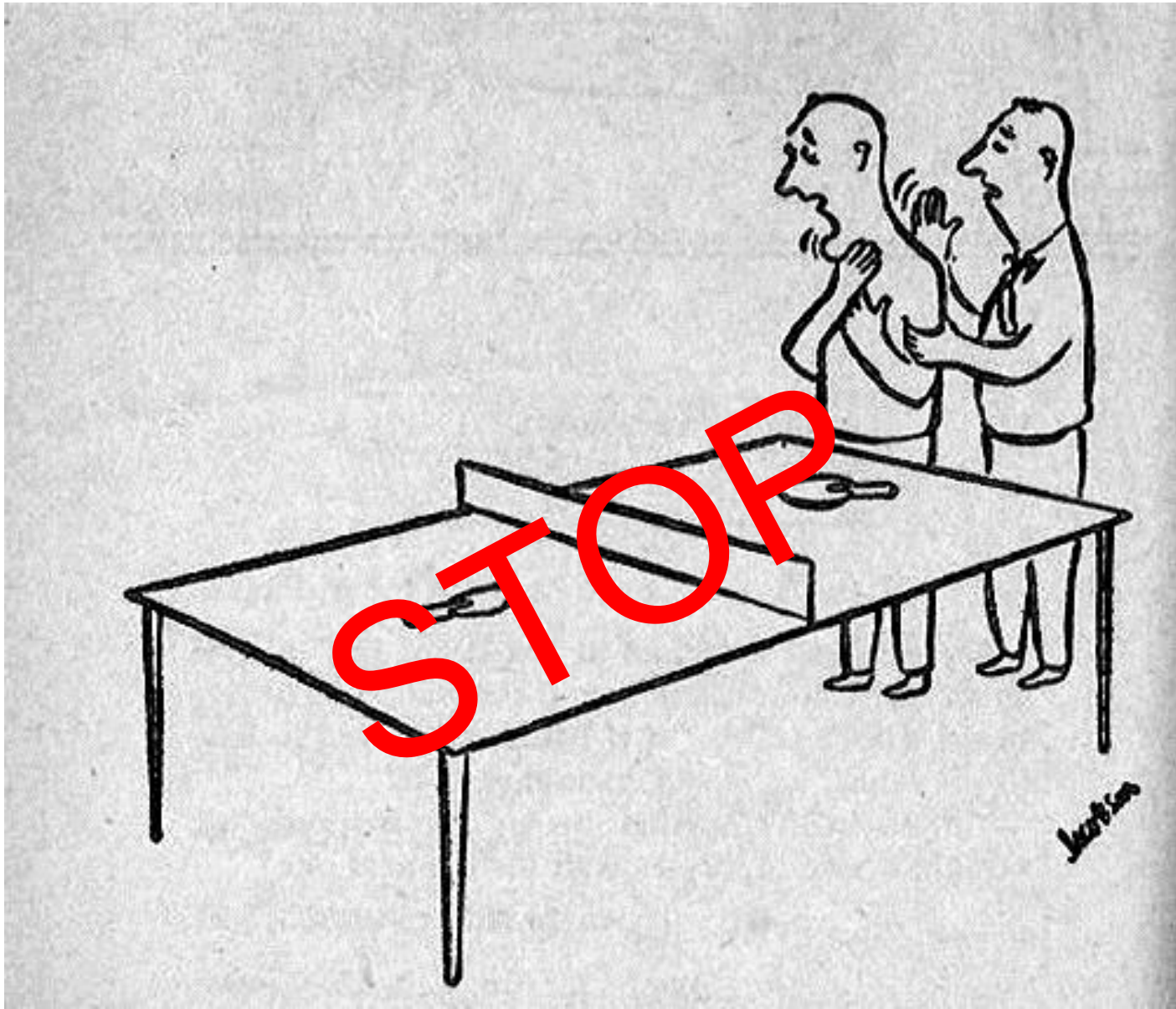
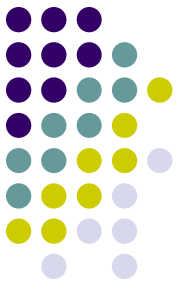
# Attitude opens the door





**Keeping the door open...**

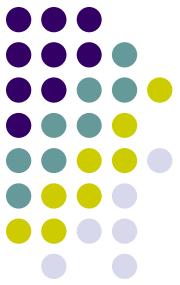




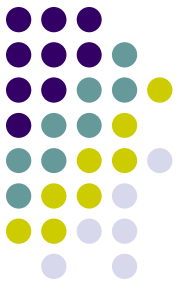
# Humanity/leadership

Maintenance

Application of attitude



# Humanity



Altruism

Humane

“To err is human”

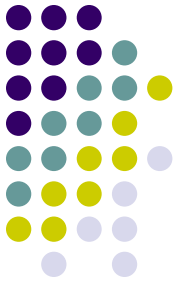
Kind

Social intelligence

# Leadership

Take the initiative

Show “how”

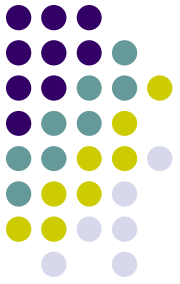




# How?

Care

Empathy and compassion



# Overworked and overcaffeinated



# How?



“Table-side manners”

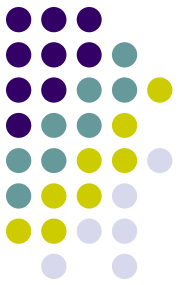
Get to know your programmers

Leadership in problem-solving

# How?

Make them feel good

Be firm and consistent

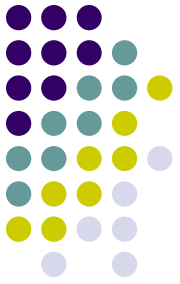
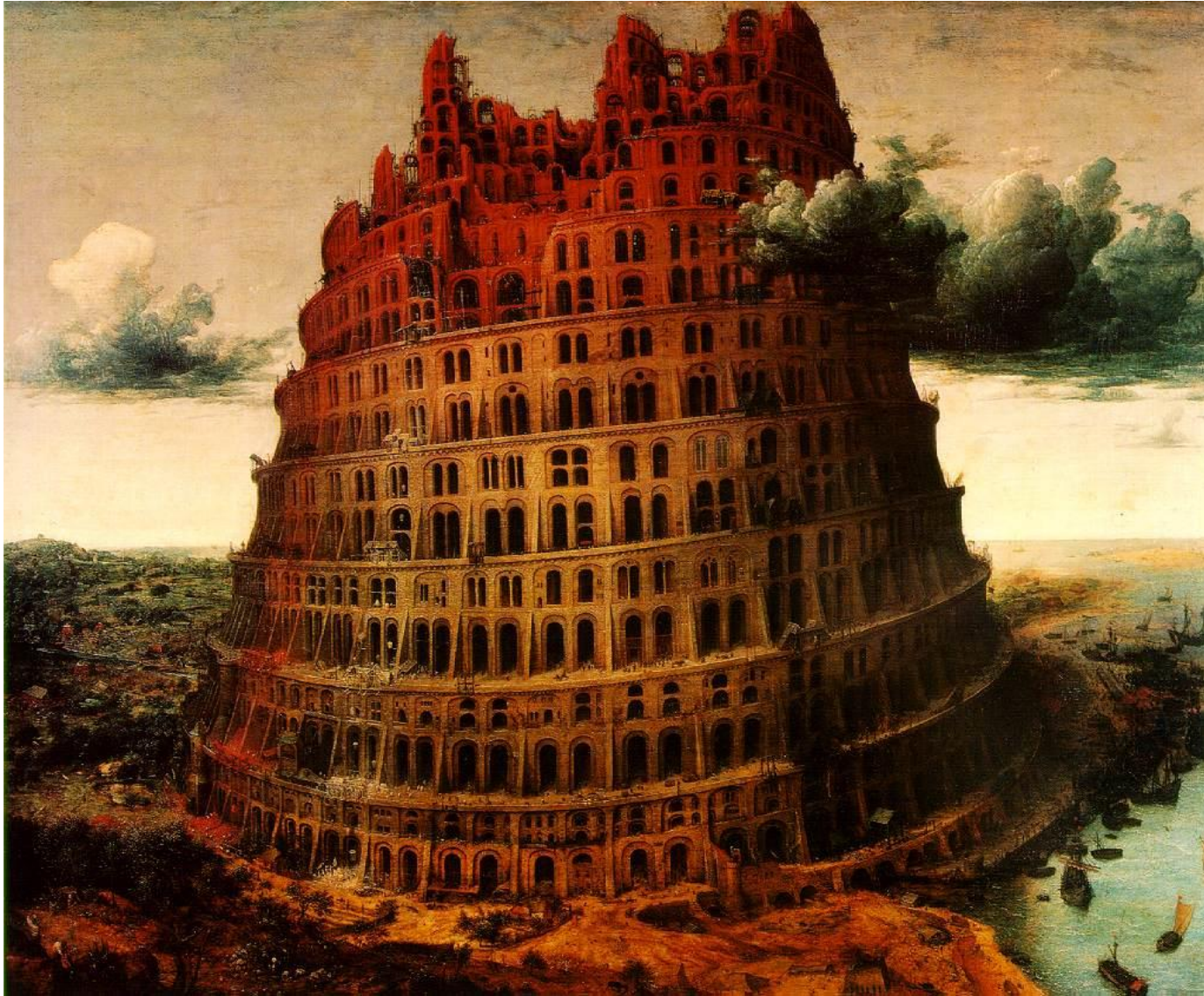


# Inside the testing team



The Closed Door Policy

Taking turns leading the team



# Bridge



# Building blocks



**Attitude**



**Humanity/Leadership**







# How?

Be brave and pop The Question

Ask for help/collaboration

Offer help (boomerang)



# How?

Explain how you work

Be practical

Live demos/reviews

# The Big Picture



Tester

Programmer

Customer



**So... How do I know the bridge  
has been built?**

# Success!



Programmers show more interest in testing

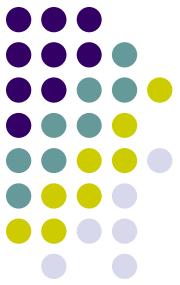
More walking, less talking

A collaboration program!

# Failure...

Resistance to collaboration

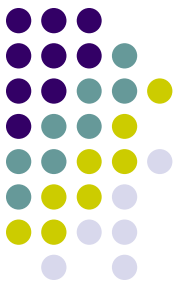
“Customer on fire”

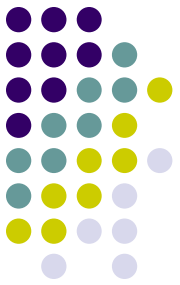


# Now what?

Teaming goal: overlap  
in skills

Explore collaboration





**The End**

**Thank you!**



# Questions?

