

TESTING YOUR EMOTIONS

**AND HOW YOU CAN APPLY SOME
PERSONAL LEADERSHIP TO KEEP THEM
UNDER CONTROL...**

THANKS TO.....

- **Robert Plutchik.**
- **Hugo Lövheim.**
- **Jerry Weinberg.**
- **Michael Bolton.**
- **And many more.....**

- **And some cats.**



WHY?

**BECAUSE I BELIEVE THAT
UNDERSTANDING OUR EMOTIONS MAKES
US BETTER TESTERS**

**EMOTIONS ARE
BASIC HUMAN
RESPONSES**

**WE ALL
EXPERIENCE
EMOTIONS**

**EMOTIONS CAN
HAVE A
POWERFUL
IMPACT ON
MEMORY**

**WITHOUT
EMOTION, WE
DON'T
REASON WELL.**

**ANTONIO DAMASIO, "THE FEELING OF
WHAT HAPPENS".**

FRUSTRATION – A PERSONAL STORY



WHAT ARE EMOTIONS?

*The word "emotion" dates back to **1579**, when it was adapted from the French word *émouvoir*, which means "**to stir up**".*

However, the earliest precursors of the word likely dates back to the very origins of language.

Wikipedia



WHAT ARE EMOTIONS?

- **Discrete and consistent responses** to internal or external events which have a particular significance for the organism.
- **Brief in duration and consist of a coordinated set of responses**, which may include verbal, physiological, behavioral, and neural mechanisms.
- **Biologically given and a result of evolution** because they provided good solutions to ancient and recurring problems that faced our ancestors.



WHAT AREN'T THEY?

- **Feelings** - a subjective representation of emotions, private to the individual experiencing them.
- **Moods** - diffuse affective states that generally last for much longer durations than emotions and are also usually less intense than emotions.
- **Affects** - a term that describe the topics of emotion, feelings, and moods together.



HOW CAN WE UNDERSTAND?

- Think about the last time you received an emotional response - **How did it make you feel?**
- Think about the last time you felt “emotional” - **Why was it? How did it make you feel? Did you try and hide it?**



SO WHAT ABOUT THESE?



Source: Kerr Photography - <http://www.flickr.com/photos/23992930@N04/4633061196/>



OR THIS?



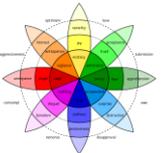
Source: Michelle Tribe - <http://www.flickr.com/photos/37539977@N00/3203922211/>



ORIGINS



Illustration from Charles Darwin's "The Expression of the Emotions in Man and Animals".



**WE NEED TO
BETTER
UNDERSTAND
OUR EMOTIONS**

EMOTIONAL MODELS CAN HELP US



- There is no agreed-upon method to organize emotions.
- There is no agreed-upon method to name emotions.
- There are levels of intensity to emotions.
- Emotions seem to somehow blend together to form new emotions that are distinct from their progenitors.



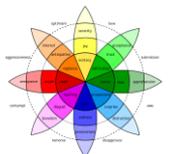
ROBERT PLUTCHIK

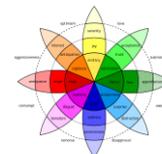
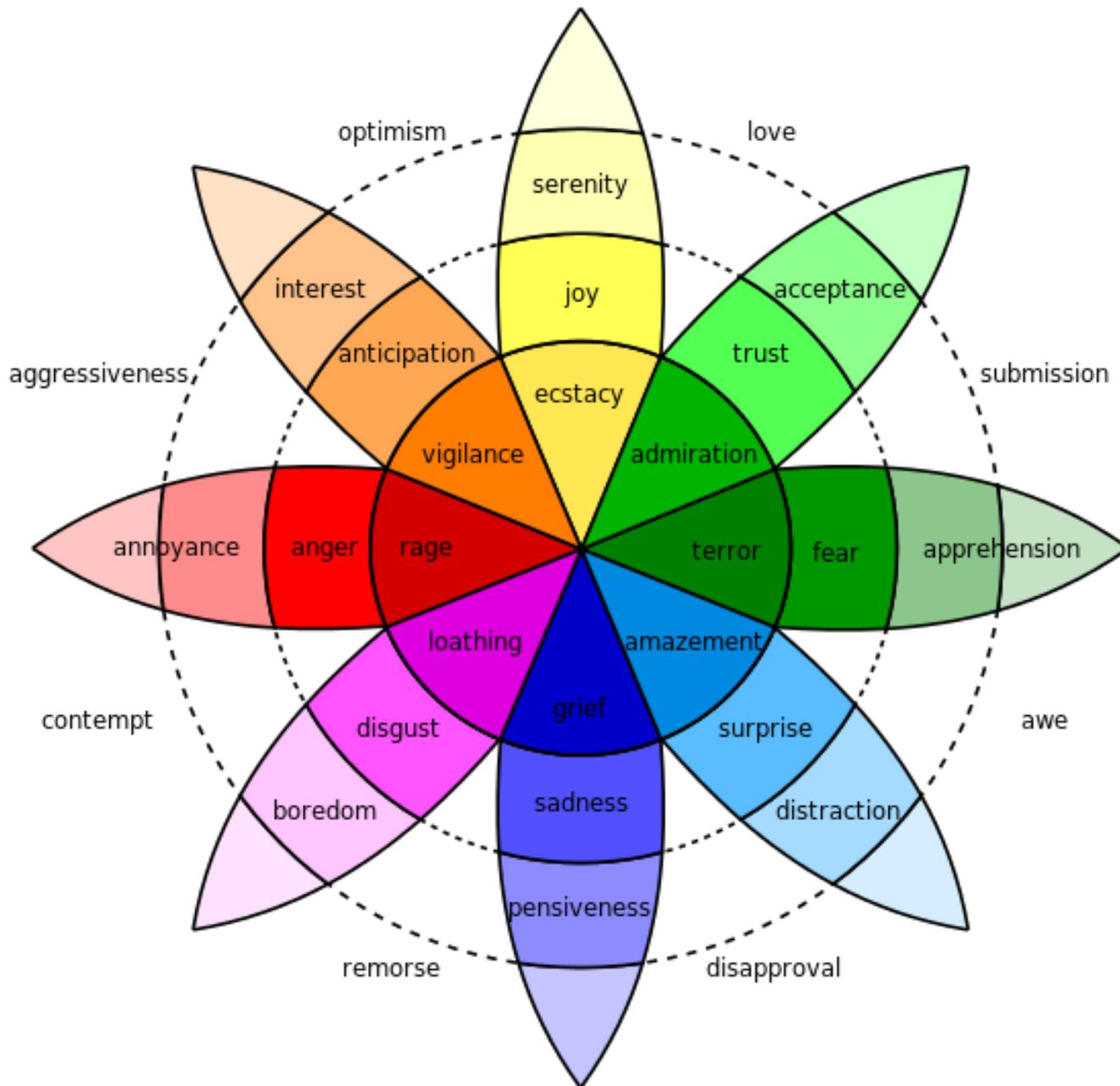
WHEEL OF EMOTION

ROBERT PLUTCHIK

‘Basic’ emotions arranged as opposing pairs

Basic Emotion	Emotional Opposite
Joy	<i>Sadness</i>
Trust	<i>Disgust</i>
Fear	<i>Anger</i>
Surprise	<i>Anticipation</i>





WHY I LIKE THIS

Plutchik's approach gives us:

- **A well organised, standardised and consistent set of distinct emotions.**
- **Visibly represented levels of intensity in emotions.**
- **Blending of primary emotions to form new ones.**
- **The concept of emotional “opposites” as mutually exclusive pairs.**



SOME EXAMPLES

Sylvia has just returned home from the grocery store to find her door smashed in and splintered. Her arms are full of groceries.

What emotions would she experience?

- **Surprise** and **Anger** over the state of her door.
- **Anticipation** that an intruder might still lurk inside.
- **Fear** and very likely **Terror (Intense Fear)** that she will meet the intruder.



SOME EXAMPLES

You rely on your iPhone as an alarm clock to wake you up in the morning. There is a daylight saving time bug and suddenly one morning your alarm does not go off.

- **Surprise** that your alarm has not gone off.
- **Apprehension** and **Fear** that you will be late for work.
- **Annoyance**, and **Anger**, that the bug existed.



SOME EXAMPLES

Your favourite band are coming to town. Unfortunately for you they are also the favourite band of a lot of other people. The tickets go on-sale online and when you try and purchase them the site is overloaded and crashes.

- **Anger** and **Rage (Intense Anger)** that you cannot buy the tickets.
- **Fear** that you will not be able to see the band.
- **Sadness** if you don't get tickets.



SOME EXAMPLES

You find what you think is one of the best bugs you have ever found. You proudly log it in almost infinite detail in JIRA and proudly bring it to your PO. “That’s a minor issue, we will assign that to the backlog” is the response.

- **Surprise** that the PO thinks the bug is minor.
- **Anger** and maybe **Rage (Intense Anger)** that it did not get accepted.



SOME EXAMPLES

You receive software for testing from a developer, and basic functionality doesn't work. Again. You march over to them and cry "Your software is rubbish. Again. Why can't you just test it first!"

- You may feel **Anger** towards the developer.
- The developer may feel:
 - **Surprise** – why is this tester talking to me?
 - **Fear** – maybe your anger is too strong?
 - **Anger** – if you are questioning their work.



SOME EXAMPLES

Your team successfully launches version 1 of your new product into the market and first day usage statistics indicate you've got a hit on your hands. You all celebrate.

- **Joy** and **Ecstasy** because the job has been well done.
- **Trust** and **Admiration (Intense Trust)** towards each other.
- **Surprise** and **Amazement (Intense Surprise)?** 😊



HUGO

LÖVHEIM

CUBE OF EMOTION

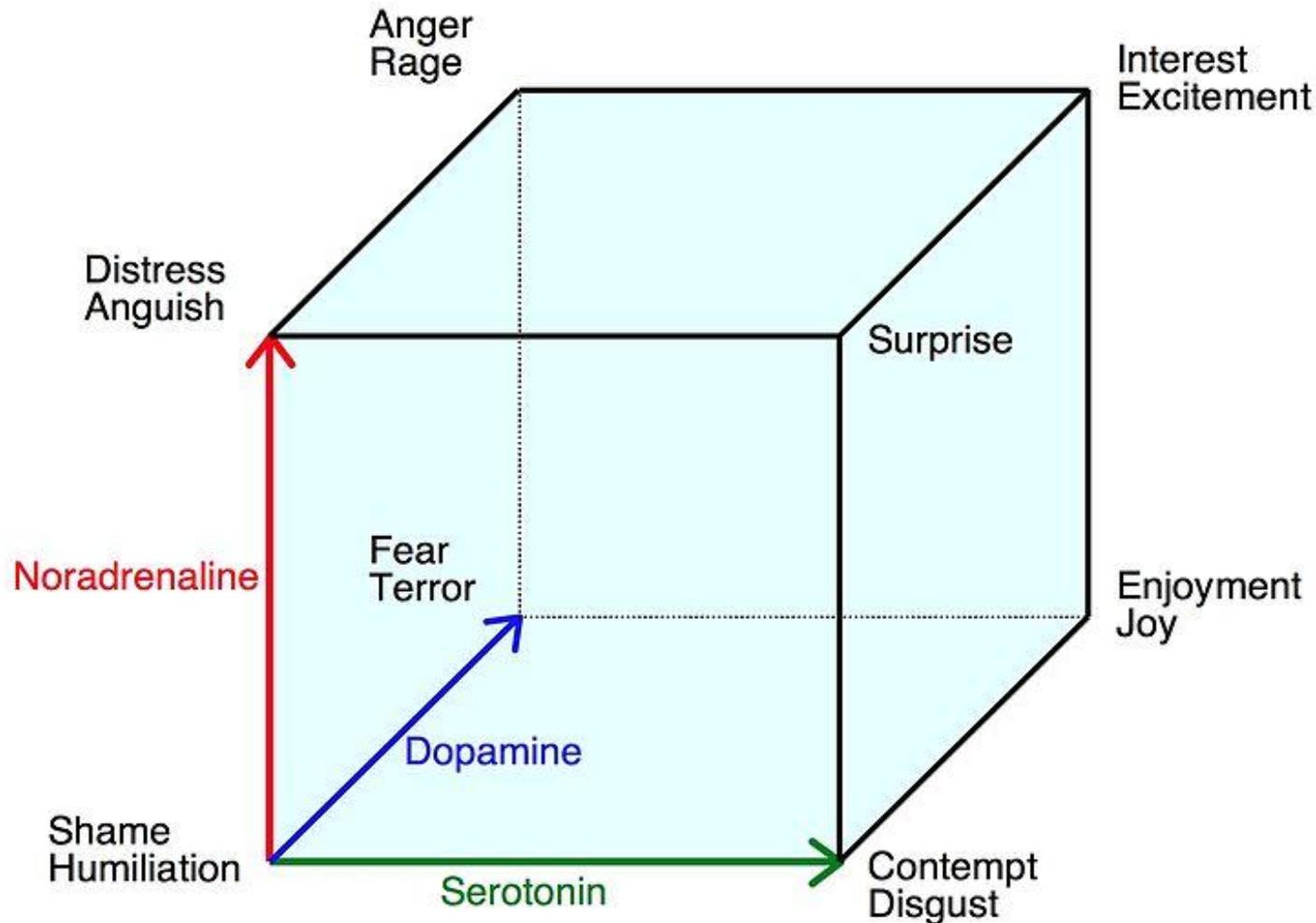
LÖVHEIM CUBE OF EMOTION

The relationship between the **monoamine neurotransmitters** and the **emotions**.

How your **brain works chemically** and the **emotions you experience as a result**.



LÖVHEIM CUBE OF EMOTION



IS IT BETTER?

- **It's different.**
- **It could help to explain the link between the chemical make-up of the brain and emotion.**

Note - The validity of the model remains empirically unverified.



SOME EXAMPLES – BACK TO SYLVIA AGAIN

Outrage (Surprise + Anger) over the state of her door, **Anticipation** that an intruder might still lurk inside, **Fear** and very likely **Terror (Intense Fear)** that she will meet the intruder.

Serotonin	Dopamine	Noradreneline	Basic Emotion
High	Low	High	Surprise
Low	High	High	Anger/ Rage
Low	High	Low	Fear/ Terror



SOME EXAMPLES – YOUR TEAM HIT THAT DEADLINE

Joy and **Ecstasy** because the job has been well done. **Trust** and **Admiration (Intense Trust)** towards each other. **Surprise** and **Amazement (Intense Surprise)**.

Serotonin	Dopamine	Noradreneline	Basic Emotion
High	High	Low	Joy/ Ecstasy
High	High	High	Trust/ Admiration
High	Low	High	Surprise/ Amazement



**WHAT ABOUT
THE EMOTIONS
YOU FEEL
WHEN
TESTING?**

IS THERE A PROBLEM HERE?

**MICHAEL BOLTON – “EMOTIONS IN
SOFTWARE TESTING”**



Shame on you for being online on a mobile device! Look up, embrace life in the moment, interact with your immediate surrounding.

If you are always online, and you don't look up and around anymore, what is life all about? Come back to this site when you are in your office or at home.

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The Theme Park Guy

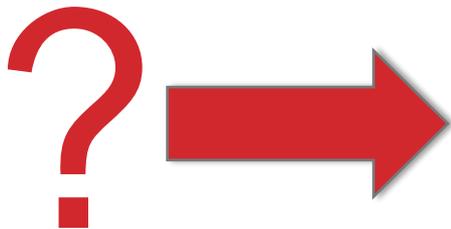


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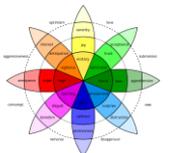
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- Make sure all words are spelled correctly.
- Try different keywords.
- Try more general keywords.



**SOMETIMES IT
JUST DOESN'T
SMELL RIGHT...**

FEELINGS ->

EMOTIONS ->

TESTING

“FEELINGS EXIST. FEELINGS ARE FACTS... IF YOU CAN'T STAND DEALING WITH FEELINGS AS FACTS, THEN YOUR OWN FEELINGS ARE GETTING IN THE WAY OF YOUR SUCCESS. AND IF THAT'S NOT TOUCHY-FEELY, WHAT IS?”

JERRY WEINBERG

**BUT BE
AWARE OF
EMOTIONAL
BIASES**

SO.....

- **Understanding emotions can help us:**
 - Understand how we act.
 - Understand how we should act.
- **Emotional models can help:**
 - Plutchik's Wheel of Emotion.
 - Löheim's Cube of Emotion.
- **Feeling's are a powerful testing heuristic:**
 - If you feel something when testing then act on it.



**EMOTIONS AND
FEELINGS ARE
SIGNALS.**

**LOOK INTO WHAT
THEY'RE SIGNALING.**

MICHAEL BOLTON

QUESTIONS

“YOU MUST BE THE MASTER OF YOUR EMOTIONS IF YOU WISH TO LIVE IN PEACE, FOR HE WHO CAN CONTROL HIMSELF, BECOMES FREE.”

STEPHEN JANAWAY

 @stephenjanaway

 www.stephenjanaway.co.uk