



HOW TO BUILD, SUPPORT AND ADD VALUE TO YOUR TEST TEAM

As a new or existing test manager, you may have many questions – How do I create a new team? How can I make my current team more efficient and effective? How can I build my organisation's confidence in our work? How can I find needed resources? Based on a people-oriented rather than task-oriented approach to software testing, this workshop describes how to build and retain successful test teams. The 1 day workshop covers various 'people issues' in software test management.

HOW TO BUILD, SUPPORT AND ADD VALUE TO YOUR TEST TEAM

Discover the characteristics of successful testers and test managers. Identify the qualities to look for to recruit the right people.

Discuss how to promote the value of testing within the organisation while building good working relationships with developers and other parts of the organisation. Learn the secrets of becoming a “trusted advisor” to your senior management.

Building Your Team

Characteristics and Qualities of a good tester

Can anyone test? What makes a good tester? This session uncovers some of the characteristics and qualities of both the tester and test manager and what we should be looking for.

Recruiting the right staff

Recruiting the right person to join the test team can be quite daunting. What should we look for on a CV? What should we do when we have no choice in the recruitment process? This session will look at group dynamics and how adding one person can change the group dynamics. We shall also introduce the ‘tester’s aptitude test’ and how this might help in the recruitment process.

Four types of tester

This session explores 4 types of tester that exist, how to recognise the various types and how this can help us manage the team more effectively. Assigning correct work to the correct type is essential for greater productivity. This tester’s style analysis can also be an asset into understanding why conflicts often arise within the team.

Supporting Your Team

Motivating and equipping our testers

Motivated testers will be more productive. What are the key signs of our testers being motivated and more importantly – how do we recognise when they are de-motivated? This session provides 7 key factors in motivating our test team and how different rewards and recognition might affect motivation within the team.

Introducing a career path for the tester

One of Maslow’s motivational needs which has been identified is ‘self realisation’ – an opportunity to improve in the job we find ourselves in. Therefore a career path for testers is essential if we are going to meet this need. This session will look at alternative career models for the testers and how they can be motivational to the team, particularly where management is not the only option.

What the Test Manager can do for the team

This session will look at the ways the Test Manager can support the team, and encourage communication within the team, getting them to understand the ‘bigger picture’ and initiatives for increasing knowledge of everyone in the test team.

How to add value to your team

Working with Development

Testers must be diplomatic with the way bugs are reported – providing the right information to Developers. However Developers must recognise that finding bugs is the tester’s job. This section will look at some of the main issues and how they can be resolved.

Becoming a “Trusted Advisor”

Providing good, timely, factual and relevant information to Project Managers and Stakeholders is necessary and essential for projects to succeed. But why do some Test Managers and Testers find it difficult to get the message across? And why does it seem as though Project Managers willingly ignore sound advice? At times it seems as though our message is falling on deaf ears. The reasons could be our own making in that we are not providing the right information in the right form at the right time. We must seek to become the Project Manager’s “trusted advisor”.

Key measures to measure the value of testing

In order to promote the value of testing we must measure the value of testing and report this to senior management. During this session we shall uncover 4 key measures that can promote the value of testing.

Booking & Information +44 (0)8702 406172
 courses@grove.co.uk
 www.grove.co.uk

