



BECOMING A 'TRUSTED ADVISOR' TO SENIOR MANAGEMENT

Providing good, timely, factual and relevant information to Project Managers and Stakeholders is necessary and essential for projects to succeed. But why do some managers find it difficult to get the message across? And why does it seem as though Project/Senior Managers willingly ignore sound advice? Why is it that Test Managers in particular seem to have problems getting the right message across to senior management?

BECOMING A 'TRUSTED ADVISOR' TO SENIOR MANAGEMENT

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, or it could also be because our attitudes or mindsets are wrong. We must seek to become the Project/Senior Manager's "trusted advisor" in order to maximise our effectiveness in the workplace.

Key Points

This one day course will provide the following:

- How to get from "shoot the messenger" to "Trusted Advisor"
- The importance of having the right mindset or attitude
- Areas to concentrate on in being a "Trusted Advisor" within the project
 - Estimating
 - The Test Report Tool-Kit – seven powerful monitoring techniques
- Taking control when things go wrong
- Providing 4 key measures to demonstrate the value that testing brings to projects

Content

Becoming "Trusted Advisor" to Project/Senior Management involves 3 core skills: earning trust, giving advice and building relationships. We shall not only look at each of these 3 skills but also why a trusted advisor must develop appropriate attitudes or "mindsets". We shall uncover 5 key mindsets that will assist you in becoming a "Trusted Advisor". Those mindsets are: focus on the other person, dispelling illusions, self-confidence, curiosity and sincerity. For testers and test managers, there are particular challenges, as we are more often bringing information that our manager may not want to hear. How can we present the information so that the correct message is being received? How can we assess the testing objectively? This session will equip the Tester and Test Manager to confidently answer both of these questions.

Experiences as Test Managers will be shared, communicating with various levels of senior management, from Development Managers, Project Managers and Programme Managers to CEOs. Different types of

information that would be useful for the various levels of management and how we can become their 'trusted advisor' rather than the 'bearer of bad news'. It is important as that we contribute effectively to the smooth running of the project and that the information we supply is timely, important and understandable. The following areas illustrate how we can become better "Trusted Advisors":

Estimation

Why can estimation be so difficult and why the "finger in the air" approach can cause problems in seeking to become a "trusted advisor"? We shall look at various techniques and how these can be applied in preparing a realistic, actionable and truthful estimate.

Monitoring

Seven powerful monitoring techniques will be demonstrated during the presentation. Each one of these techniques will report on different aspects of the system, giving the Test Manager an extremely effective tool-kit to enhance and improve their own test reports.

Taking timely controlling actions

Various controlling actions will also be discussed to help the tester, test manager and project manager from losing control, particularly towards implementation date.

Measuring the value

One of the key aspects for any Senior Manager is to see the benefits of the various project disciplines. Testing is no exception and we should provide managers with measures that demonstrate the value that we bring to projects. During this tutorial we shall uncover 4 fundamental yet powerful measures that can be presented to senior managers to show the value that testing and development bring to projects and the company. Delegates will be given templates and spreadsheets helping them provide the right information to the right people as well as utilities to help gather appropriate data to measure the value of testing and development.

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

