

# 5 quick tips for better test coaching

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**tieto**

# Tieto (TietoEVRY)

- 51 years old → new? company
- Strong → very strong presence in Nordics
- 15000 → 24000 employees
- 1,6 → ~3 billion € revenue per year
- [www.tieto.com/careers](http://www.tieto.com/careers)



# Background.

- Who am I?
  - Married, two daughters
  - Siilinjärvi. Maaninka. Kuopio. Helsinki. Espoo.
  - Ericsson (1994). Sonera. Nokia. Konecranes. Elisa. Tieto (2018).
  - Voluntary work: FiSTB + Testing Assembly
  - Family. Golf. Gym. Skiing. 70's-80's rock. Movies. Books. Travelling.
- “*Identity crisis*” few years ago: manager (external view) vs. coach (internal view)?
  - 100's of apps + 10's of dev-teams + 1 people in my team (= me)
  - Working mainly with NON-testers (other managers) + subcontracted testers

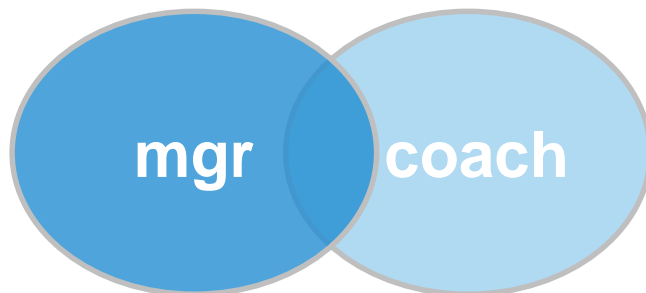
# What identity crisis?

## TEST MANAGER

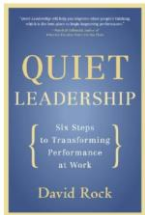
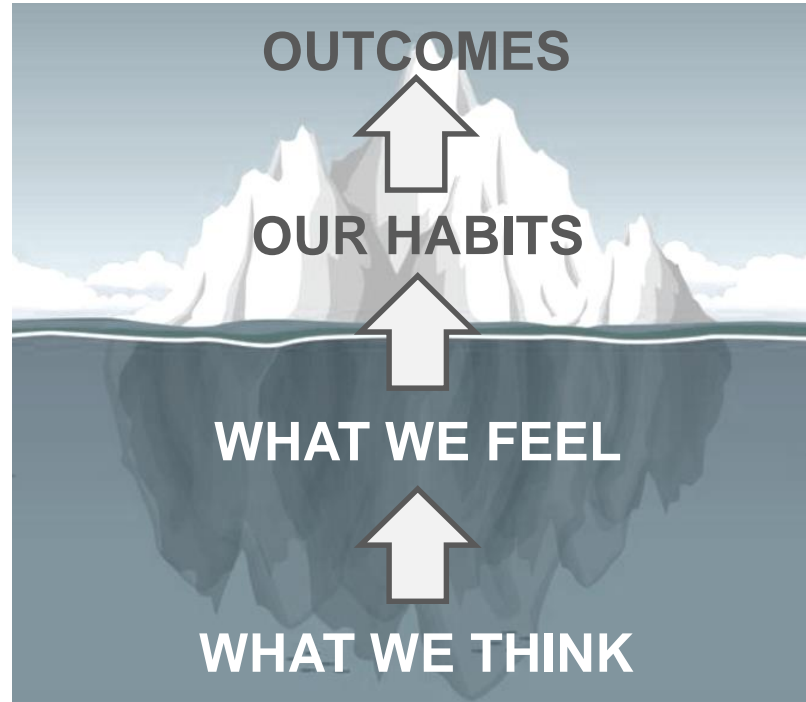
- Change the way people TEST
- Testing skills (over soft skills)
- Fear + talk
- Expectation: Control

## TEST COACH

- Change the way people THINK
- Soft skills (over testing skills)
- Empathy + listen
- Expectation: Support

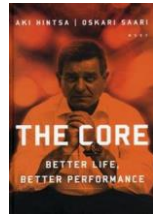
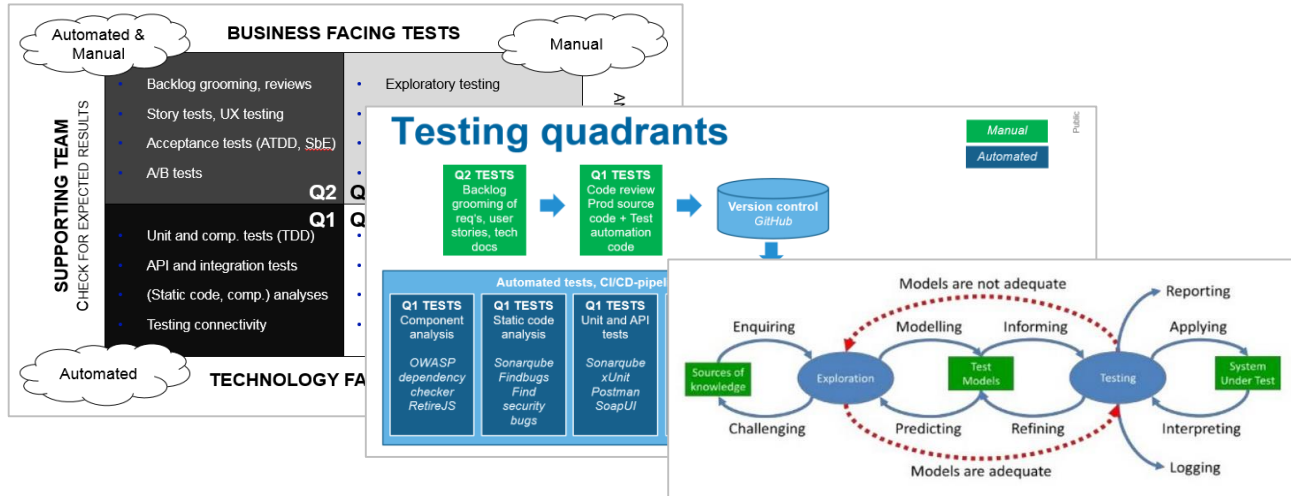


# Change the way people THINK (about testing).

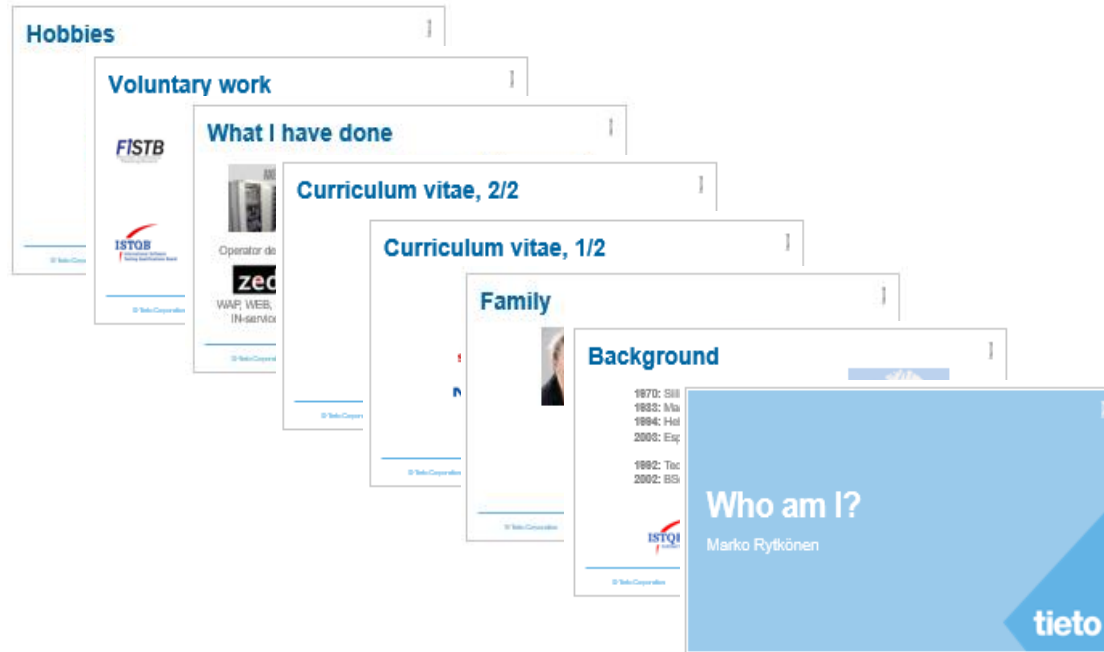


# 1. Know yourself...

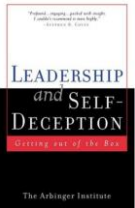
- Health + attitude + self-esteem
- Never compromise your vision on how testing done well looks like



# 1. ... and let others know you too.



## 2. Get out of the box.

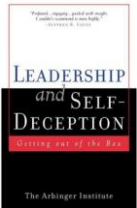




## 2. Get out of the box.



*"I honestly believe that everyone has done the best they could, with the information they had (at that given time)."*



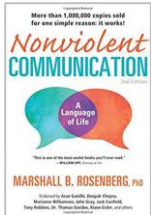
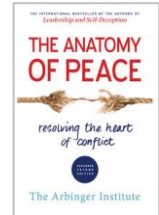
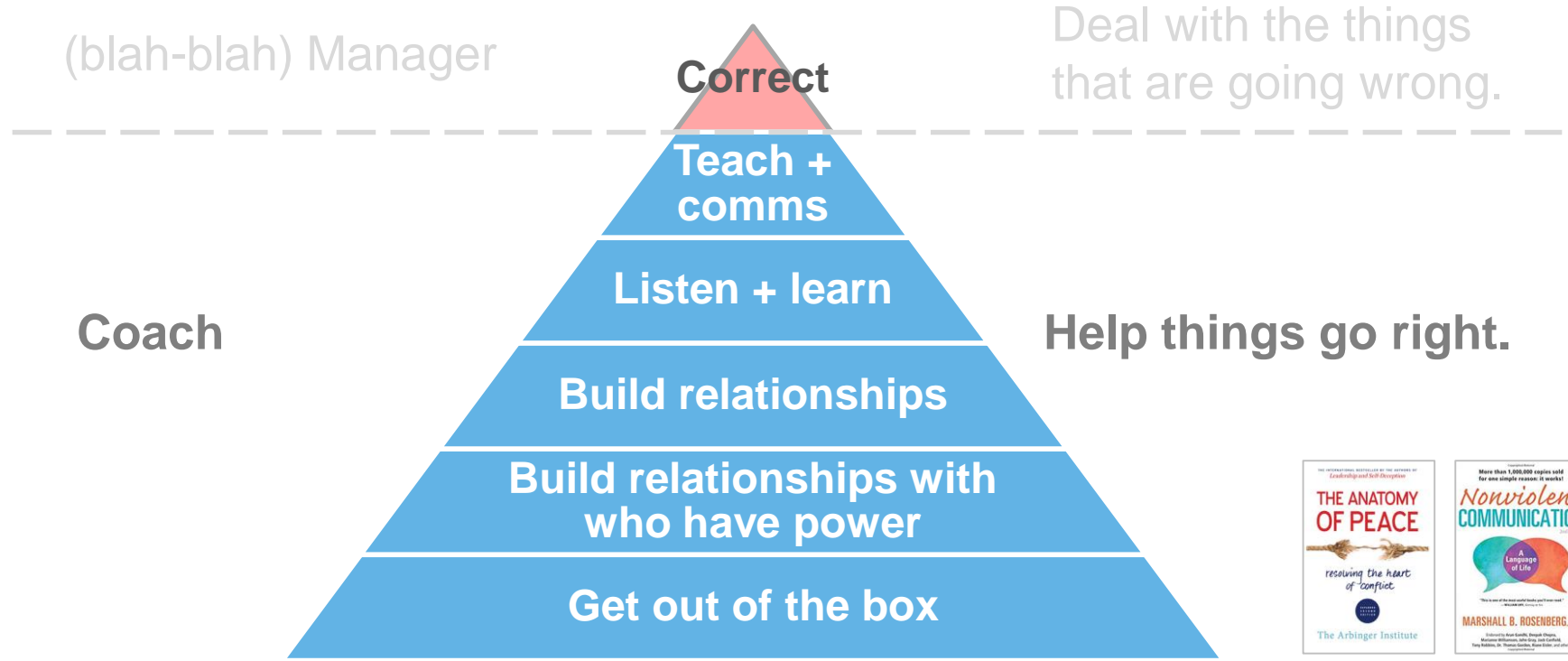
### 3. Help things go right.

(blah-blah) Manager



Deal with the things that are going wrong.

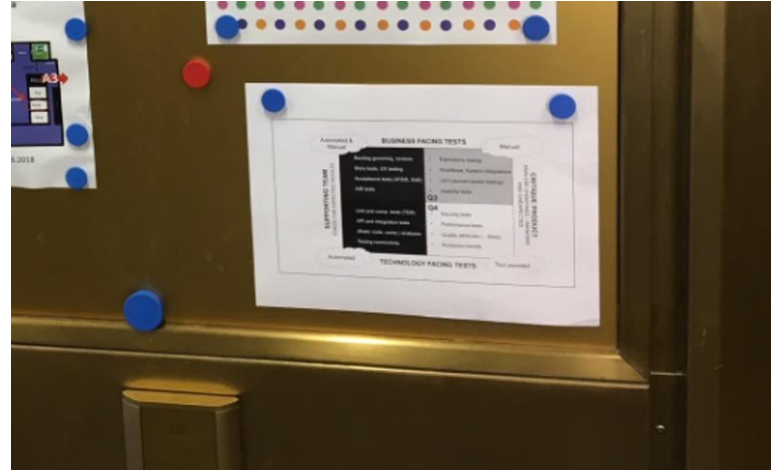
# 3. Help things go right.



## 4. Let the people do the thinking...

- **Open questions**
  - *What observation led you to this conclusion?*
    - *By Gerry Weinberg, Aleksis Tulonen*
  - *What will you do next?*
  - *How can I help you...?*
- **Retrospectives**
  - <https://coachjarkko.com/2015/12/22/my-basic-retro-technique/>
  - Spotify retro kit
- **Exercises**
  - "Aha!" moments instead of "Oho!" moments

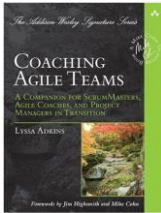
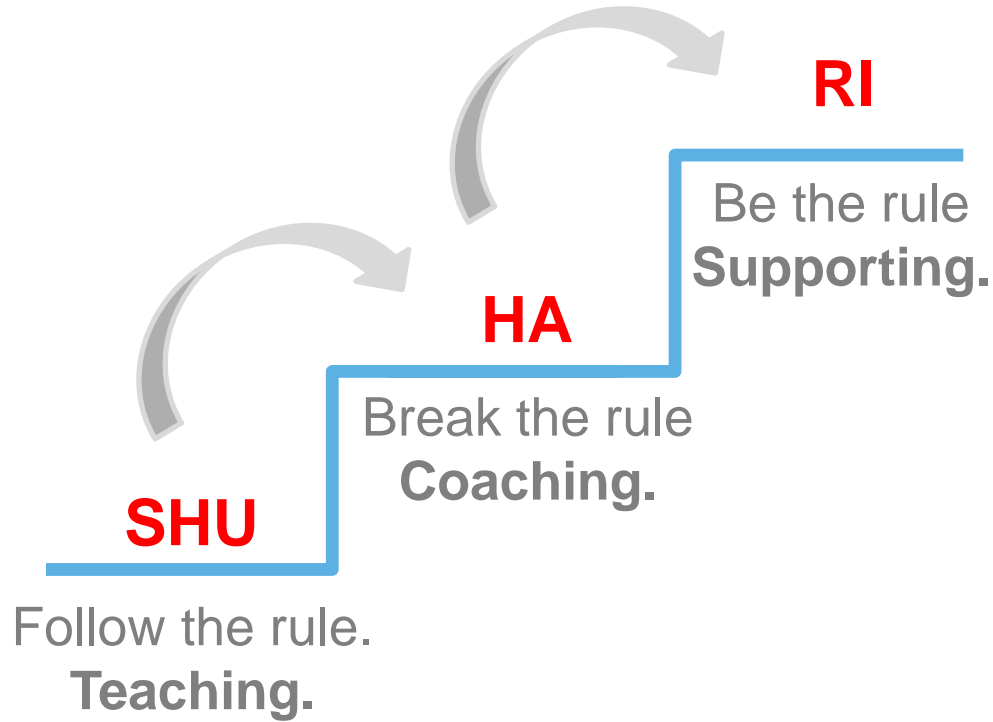
# 4. Let the people do the thinking...



# 4. ... and let the people do the teaching too.



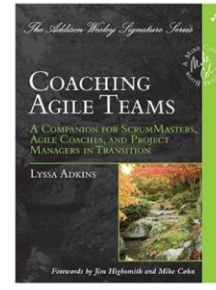
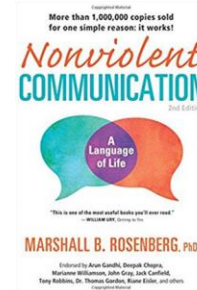
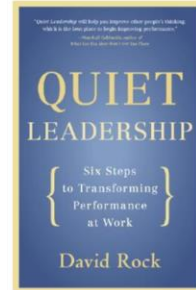
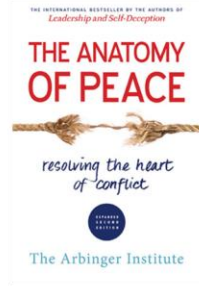
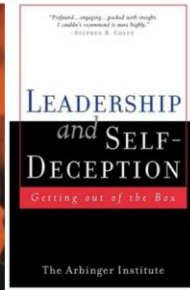
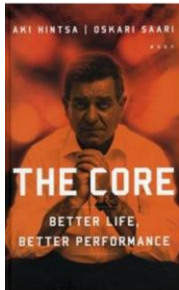
# 5. Understand different needs.



# Thank you + learn more.

## Change the way people THINK about testing

1. Know yourself... and let others know you too.
2. Get out of the box.
3. Help things go right.
4. Let the people do the thinking... and teaching too.
5. Understand different needs.





# tieto

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