

How I Use “My Mindset Toolkit” to Develop and Sustain a Test Mindset



Presenting:

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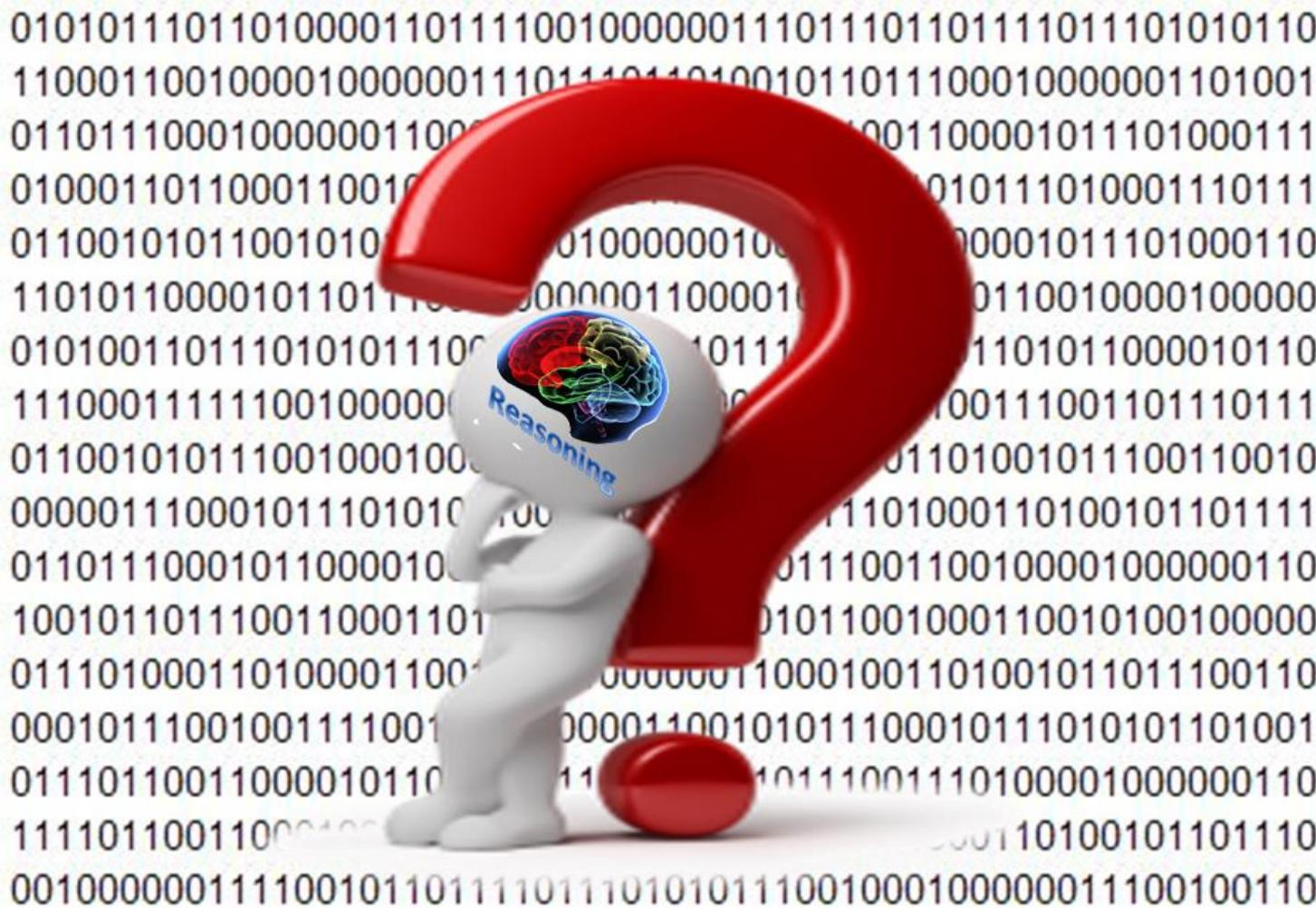
Now let's define the test mindset...

A way of reasoning that determines behaviour, outlook mental attitude of a tester, programmer or project manager towards testing of PUT(Program/Device Under Test).

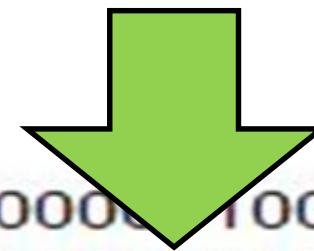
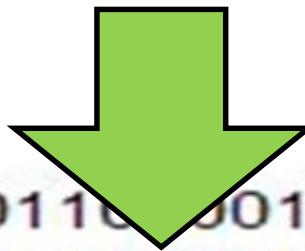
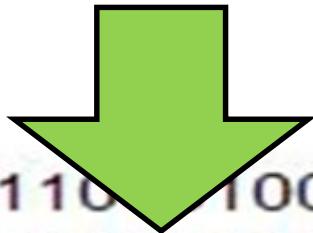


Now let's define the test mindset...

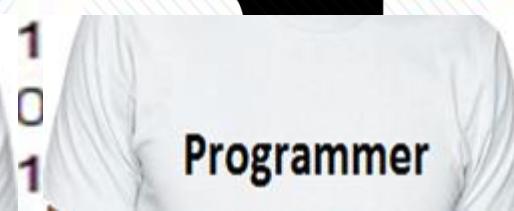
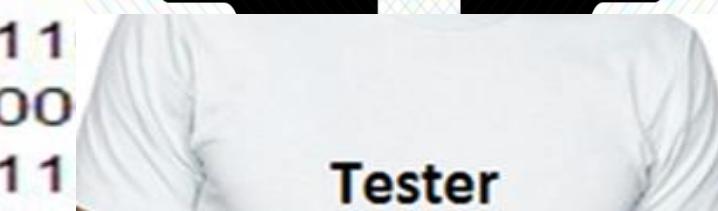
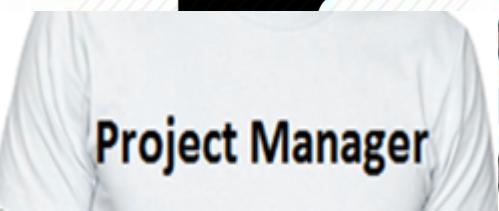
The reasoning that is needed in questioning & investigating the PUT.



Now let's define the test mindset...



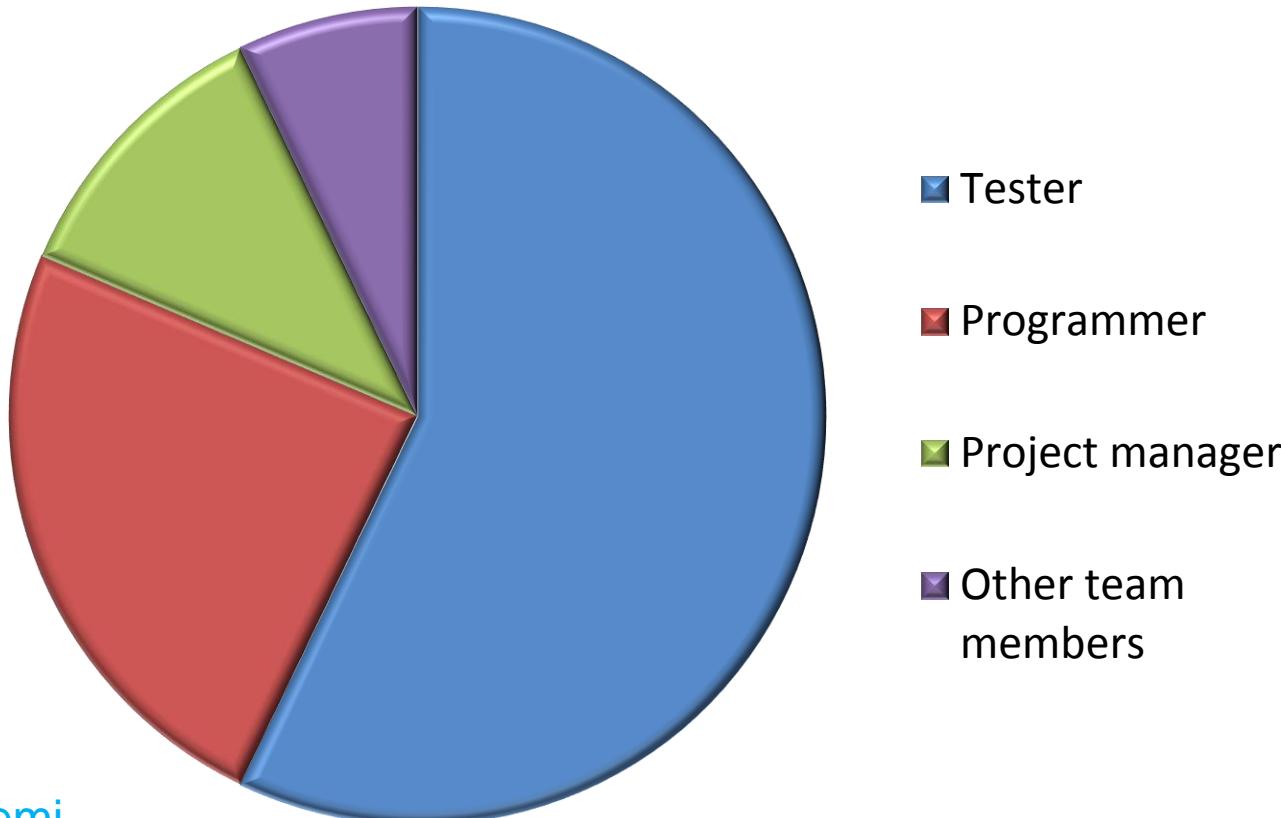
A large grid of binary digits (0s and 1s) in various colors (black, white, grey, red, blue, green, yellow) serves as a background for the arrows and the final four silhouettes.



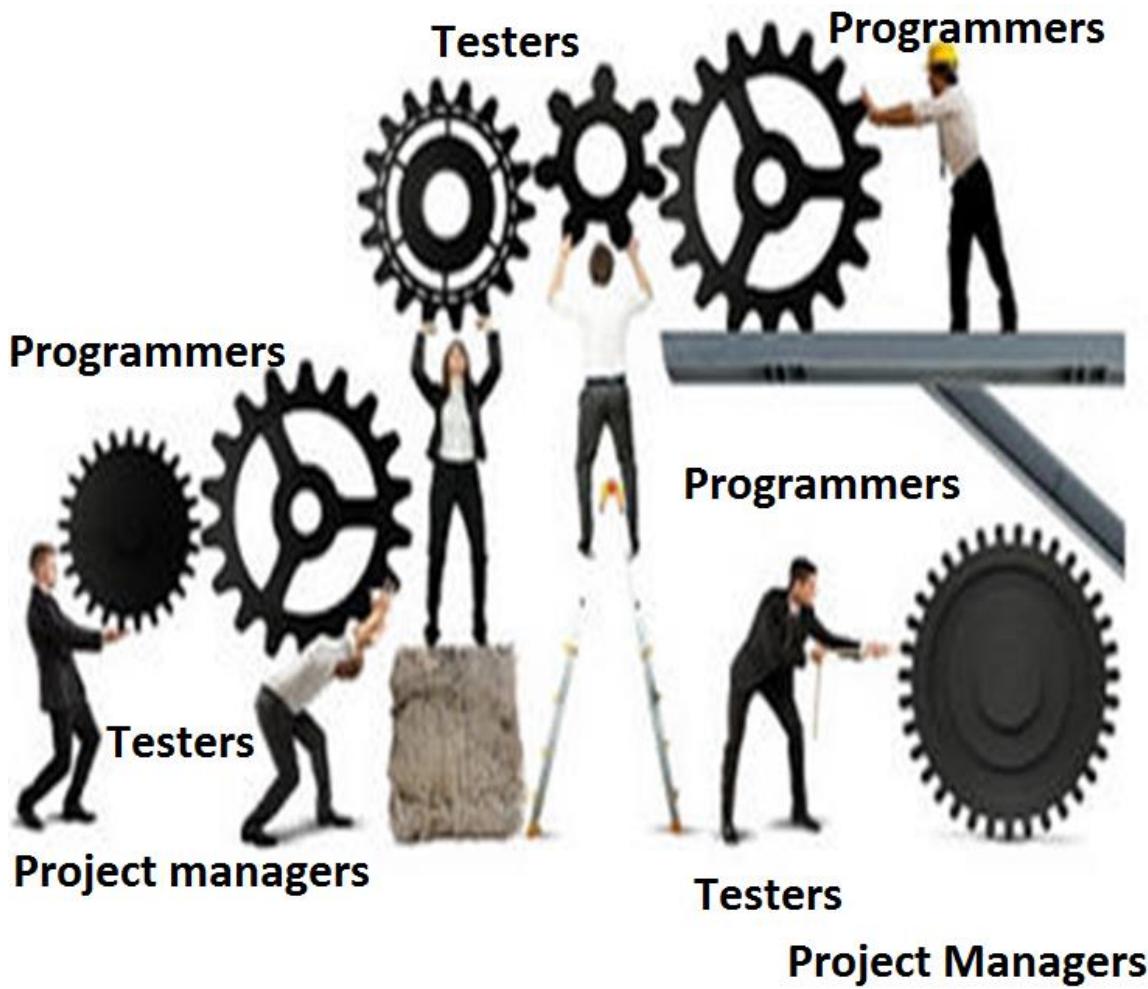
Now let's define the test mindset...

Everyone working with the PUT needs a level of test mindset for us to deliver a quality software!

Estimate of Test/Tester's mindset needed for different Roles



We make quality together!



Delivery of a quality software starts with each role recognizing the importance of contributing their quota to testing.

So how can we keep a growing mindset?



One thing was certain: I needed to grow but how to achieve this, I wasn't so sure...

So how can we keep a growing mindset?



If your only tool is a hammer then every problem will look like a nail.

So how can we keep a growing mindset?



- Different Task,
- *Require* Different Lenses,
- *Viewed at* Different Angles,
- *With* Different Mindsets.

Hence the need to tweak my mindset for different test task.

Mindset Tweak(s): Observe, reflect, act/respond by adapting



Mindset tweaking: adapting mind signals or reasoning to the appropriate frequency.

My Mindset Toolkit



Bug Hunting Mindset Tool Set

- User Mindset Tool
- “Already tested” Mindset Tool
- “Lazy Tester” Mindset Tool
- Analytical Mindset Tool
- Critical Thinking Mindset Tool
- Curiosity Mindset Tool
- Project Phase Mindset Tool

- Bug Reporting Mindset Tool

Interactive Mindset Toolset

- Communicator Mindset Tool
- Trust Mindset Tool
- Business Mindset Tool
- Team leading Mindset Tool

Motivational Mindset Toolset

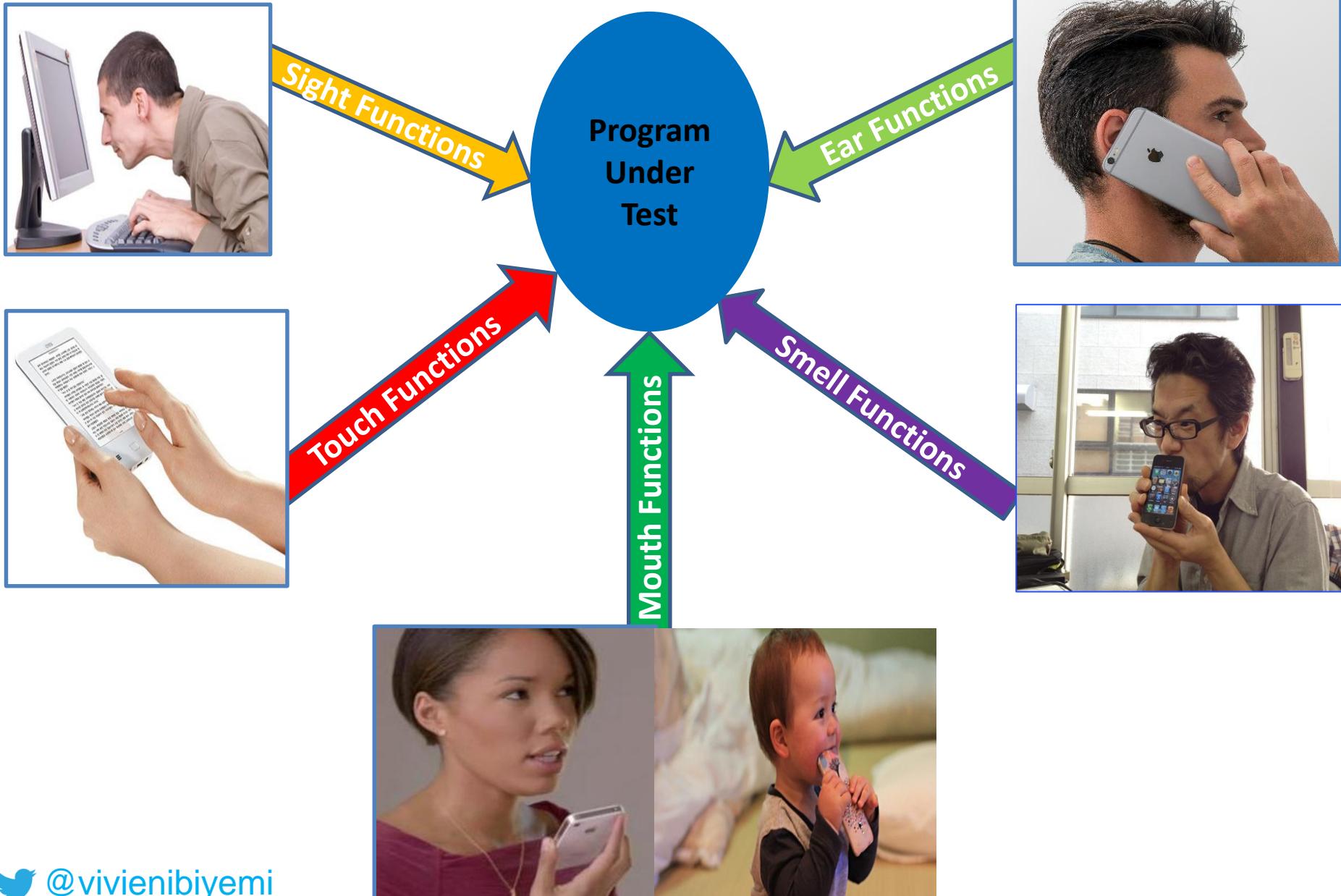
- Criticism and Accusation Handling Mindset Tool.
- Embarrassment Handling Mindset Tool.

User mindset tool

The fallacy of "No user will use the product this way"



How I use the User mindset tool: Sensory mindset



Already tested mindset tool

Tested!

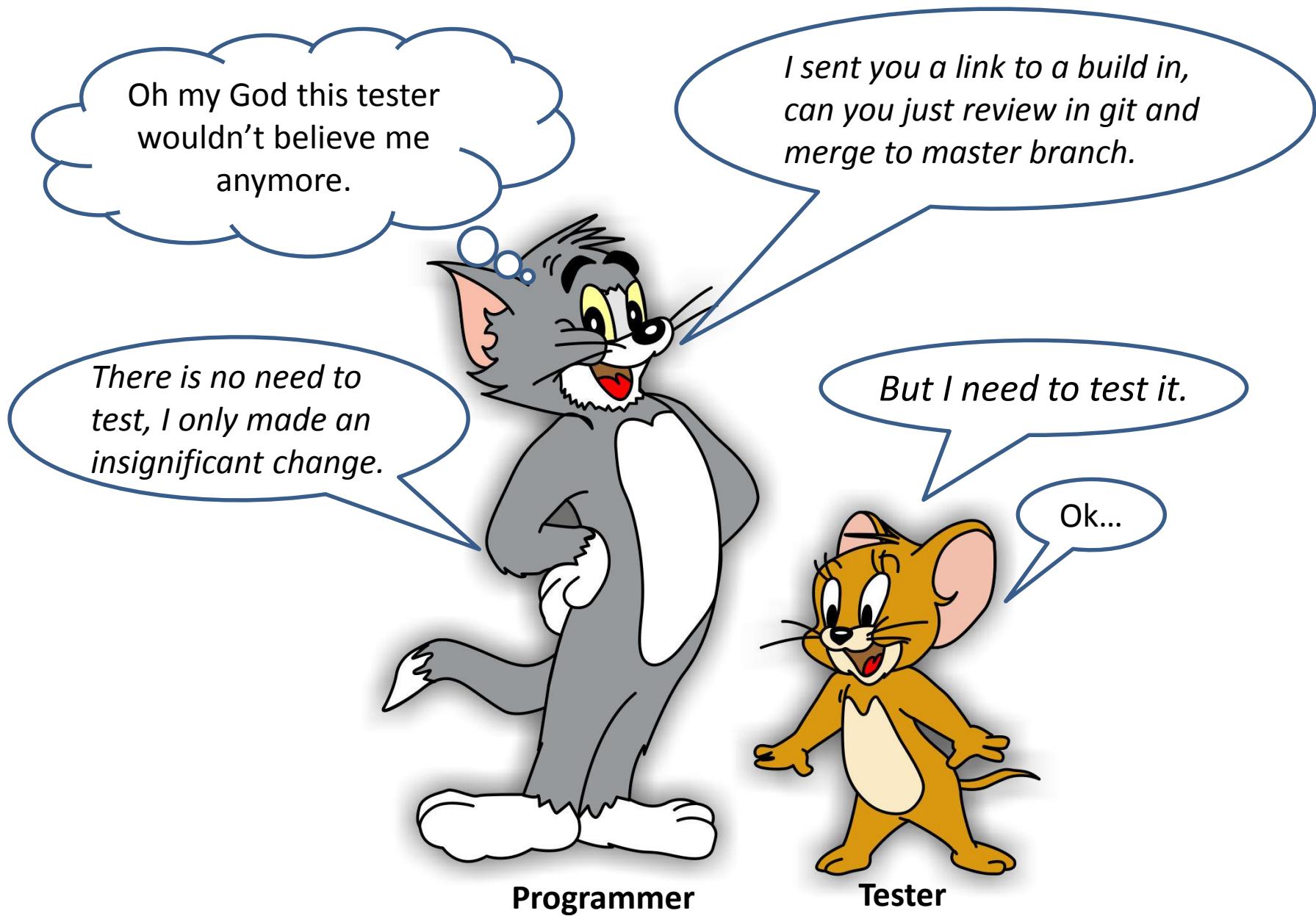


Already tested mindset tool

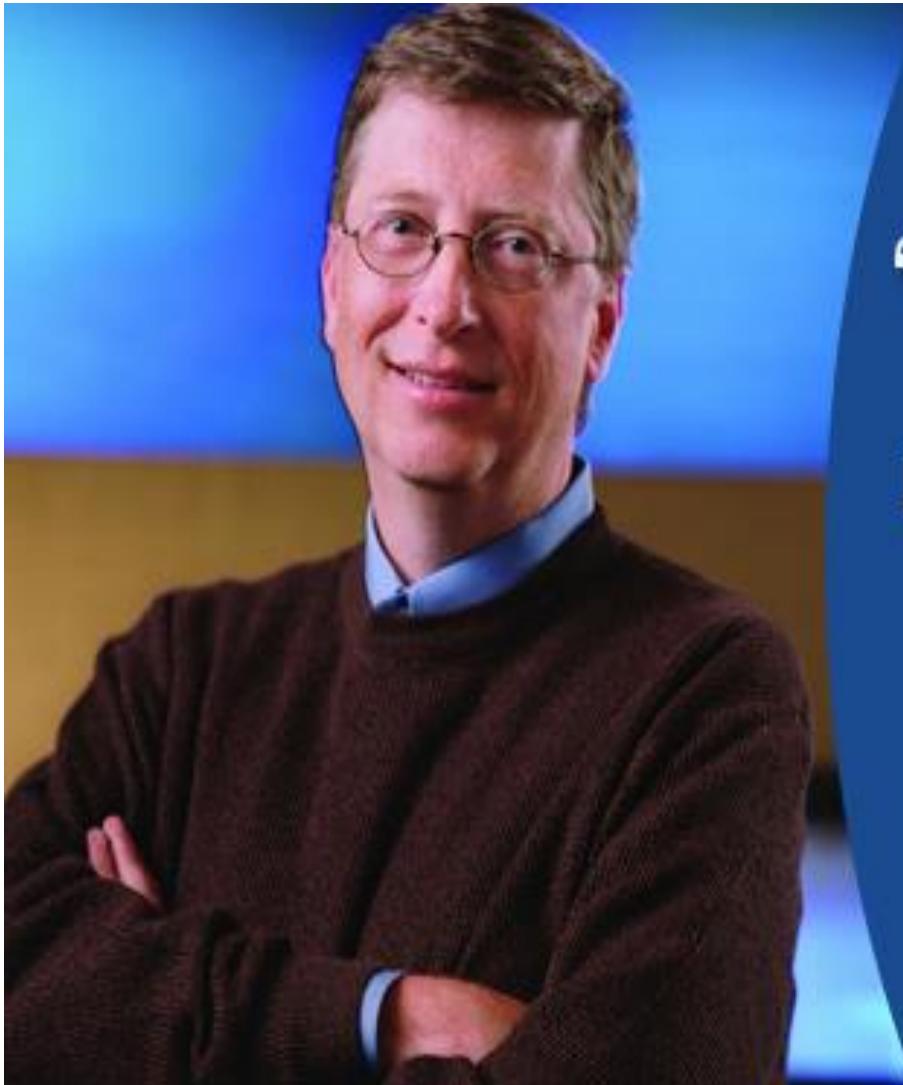
Mindset Tweaks:

- *Consider Quality of the testing that was previously done.*
- *Consider "pressured tester possibility".*
- *We see differently, reason differently and have varying expertise.*
- *Consider so called "insignificant changes"*

Trust mindset tool



"Lazy Tester" mindset tool



**"I Will Always Choose a
Lazy Person to Do a
Difficult Job....Because
He Will Find an Easy
Way to Do It!"**

Bill Gates



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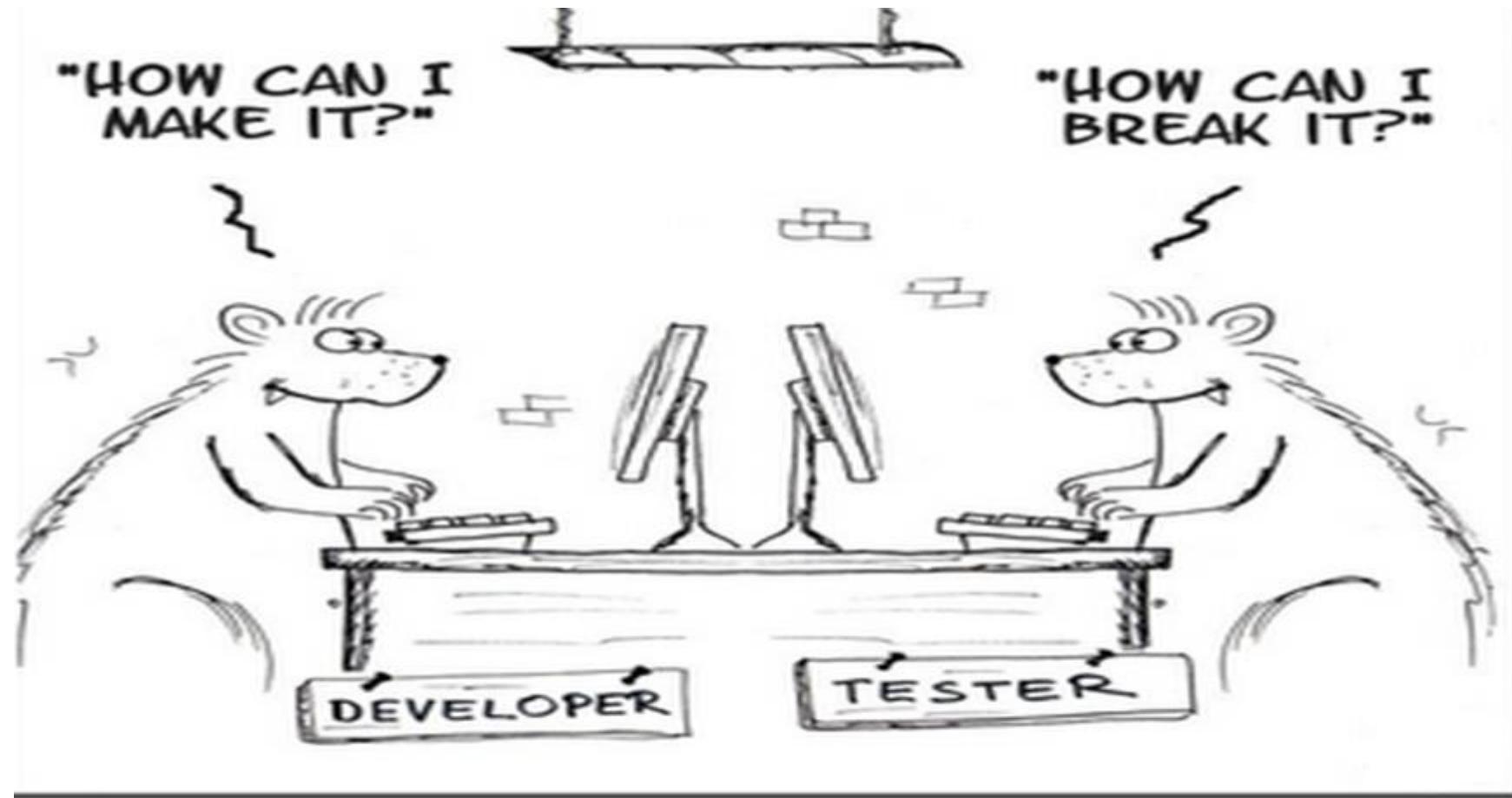
Lazy Tester's mindset tool

- There seem to be some value in laziness hence the name "Lazy Tester's" mindset tool.
- There are bugs we might never find except we test like the Lazy tester!
- I don't have to be lazy but switching to this mindset will get things done!

Mindset Tweaks:

- ***Explore what the lazy tester does. They explore the software in ways that hard working testers don't!***
- ***Explore talents in your team. Don't write off "lazy testers" – Test lead Tweak***

Communicator mindset tool:



They are not so much different,
but they have different path for the same goal,
to improve quality!!



Communicator mindset tool:



Often times this is what it looks like ...!



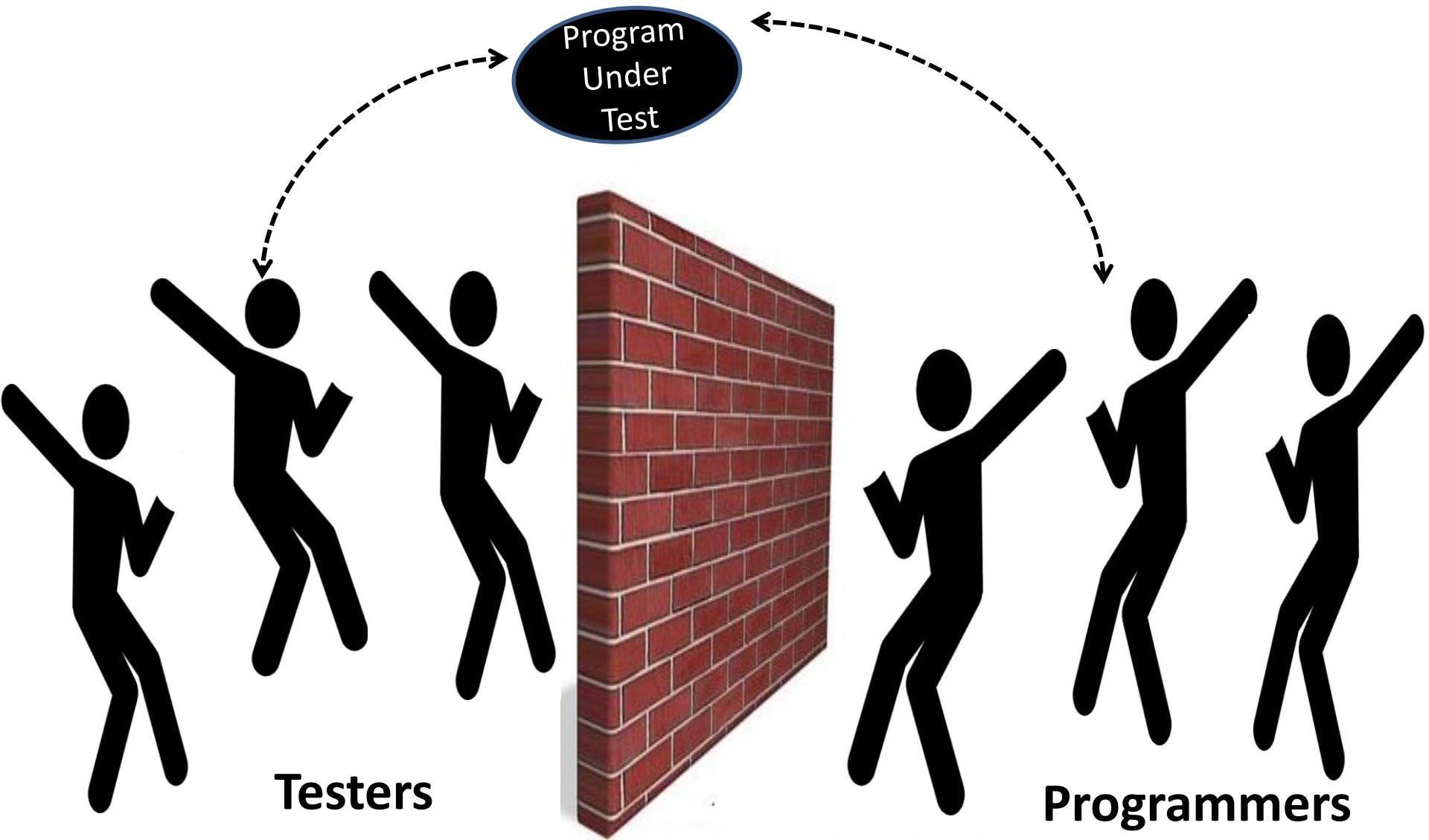
Communicator mindset tool:



Often times this is what it looks like...!



Communicator mindset tool:



Often times this is what it looks like...!



How I use communicator mindset tool

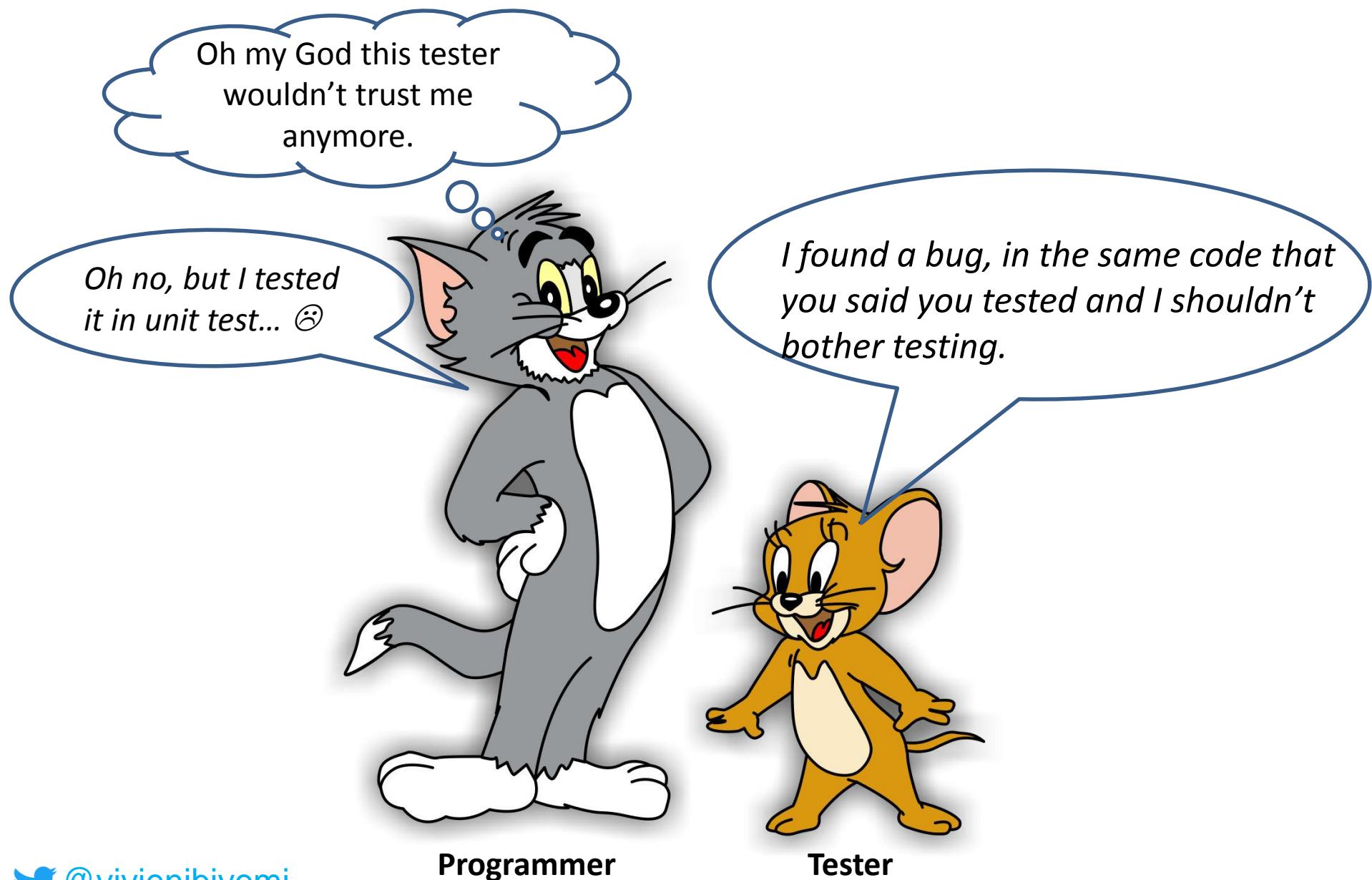
Tester's Mindset Tweaks:

- *It's my responsibility to make sure my role is understood .*
- *I'm here to help, I'm here to make you shine: Show it! Make it obvious!*
- *I'm here to make the Programmer's day!*
- *It's my responsibility to ensure an atmosphere of*

common goal.

- *My goal is to provide stakeholders with valuable information hence...*
- *I do everything morally right to build a good relationship with testers/programmers.*
- *Be friendly but don't compromise your integrity.*

Trust mindset tool



Trust mindset tool



- *A sceptical approach to testing can significantly improve the quality of your work.*
- *"It's a minor change, it won't break anything" is a bait for the integrity of your work, don't fall for it: tester, developer.*
- *People often say don't trust a developer but I will say trust a developer but **don't trust the developed code.***

How I use the Trust Mindset Tool

Tester/programmer's Mindset Tweaks:

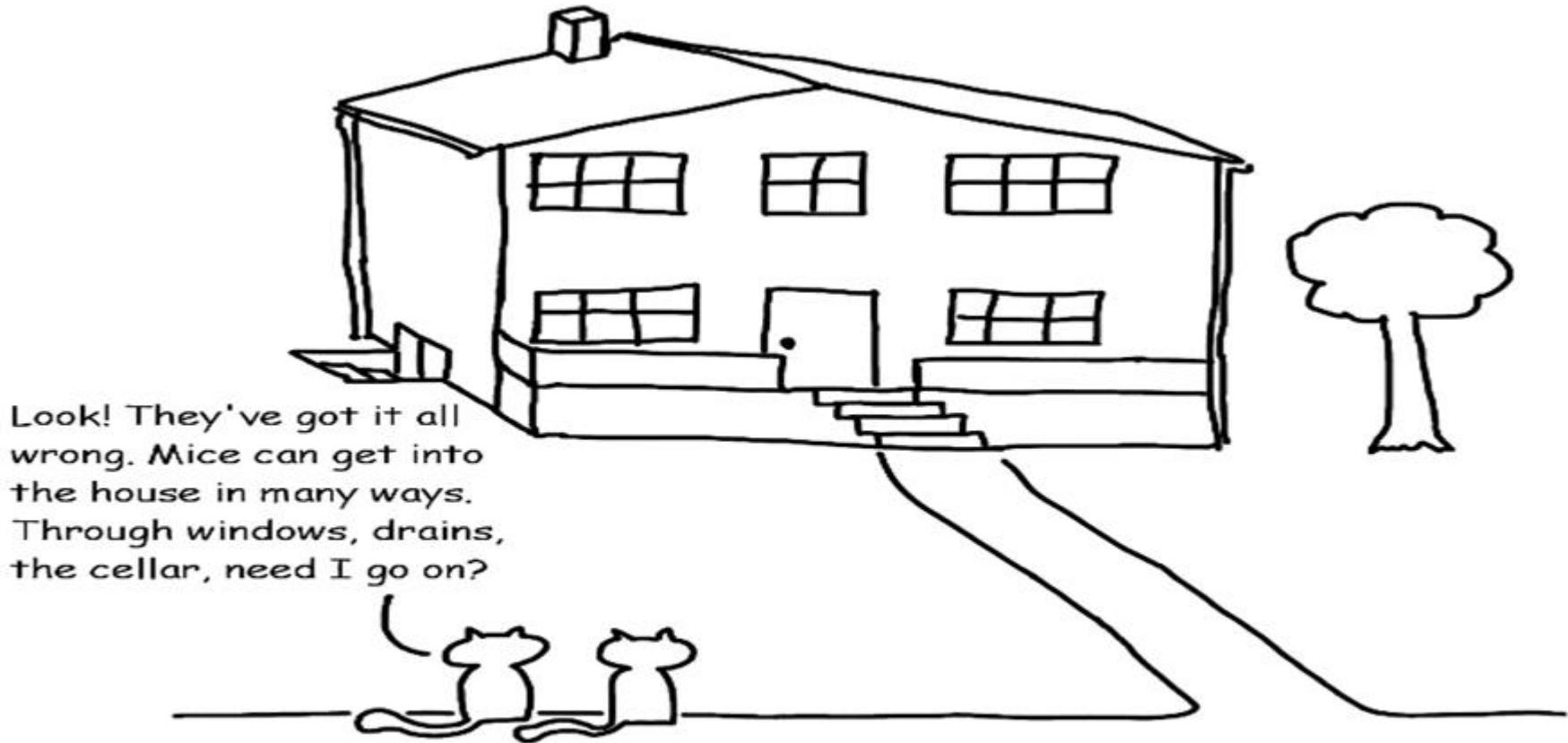
- *Never merge a code based on "it was just a small change, it will not break anything."*
- *Never merge a code based on how good the programmer is. No such thing as perfect programmer in the world of software development.*
- *I let the programmers know I trust that they will do a good job and I'm here to uphold that trust.*
- *Though we are tight on time, I appeal "please can you give me more time...?"*

How I use the Trust Mindset Tool

- *Have the willingness to go the extra mile*
- *Become valuable, nobody jokes with the words of a valuable tester.*
- *You can't afford to test for fun. Let every PUT that passes through your hand get an opportunity to receive input for improving quality.*

How I use the Trust Mindset Tool

Mindset Tweak:



It is much easier to be critical than correct.

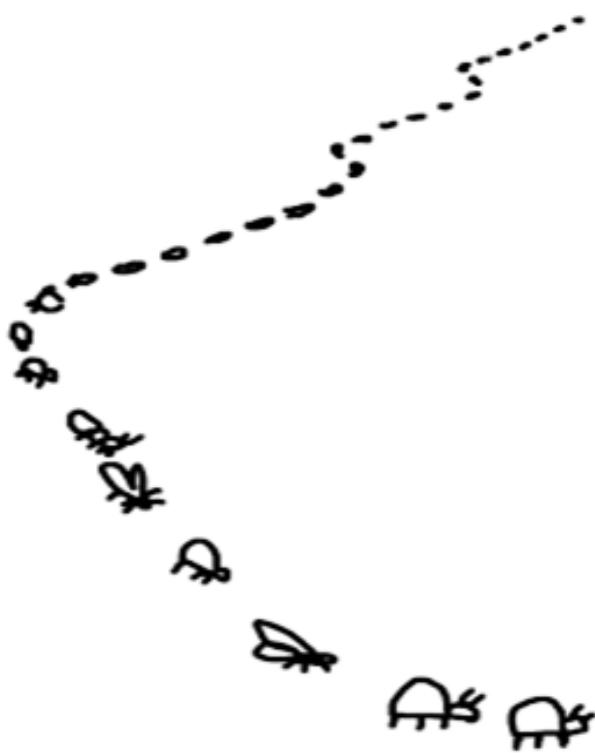


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How I use the Trust Mindset Tool

Mindset Tweak:

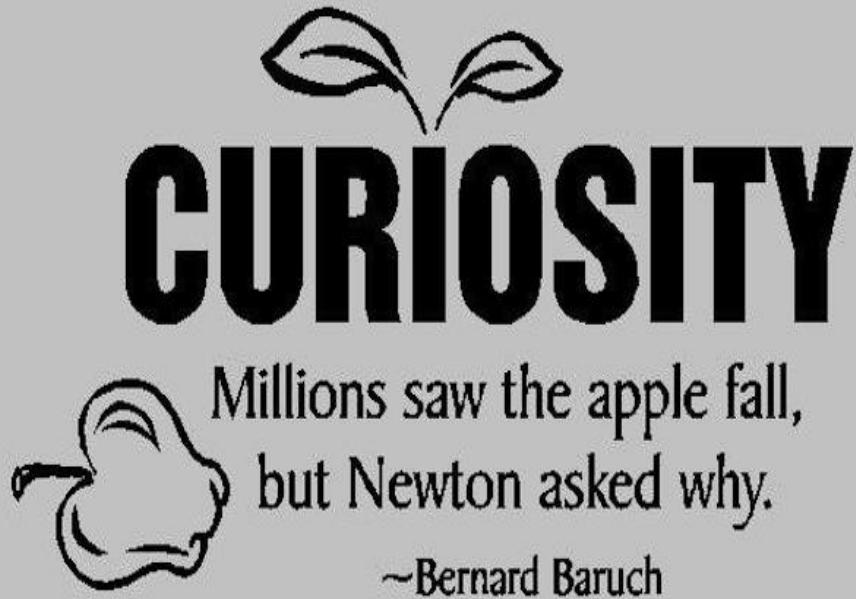
If you build it, they will come



Yeah, I'm just
writing the code now.



Curiosity Mindset Tool



Curiosity Mindset Tool

Curiosity Mindset Tool 7w +1h Mindset tweaking

why? which?
when? who?
where? what?
 what if?
 how?



How I use Curiosity mindset tool

Mindset Tweaks:

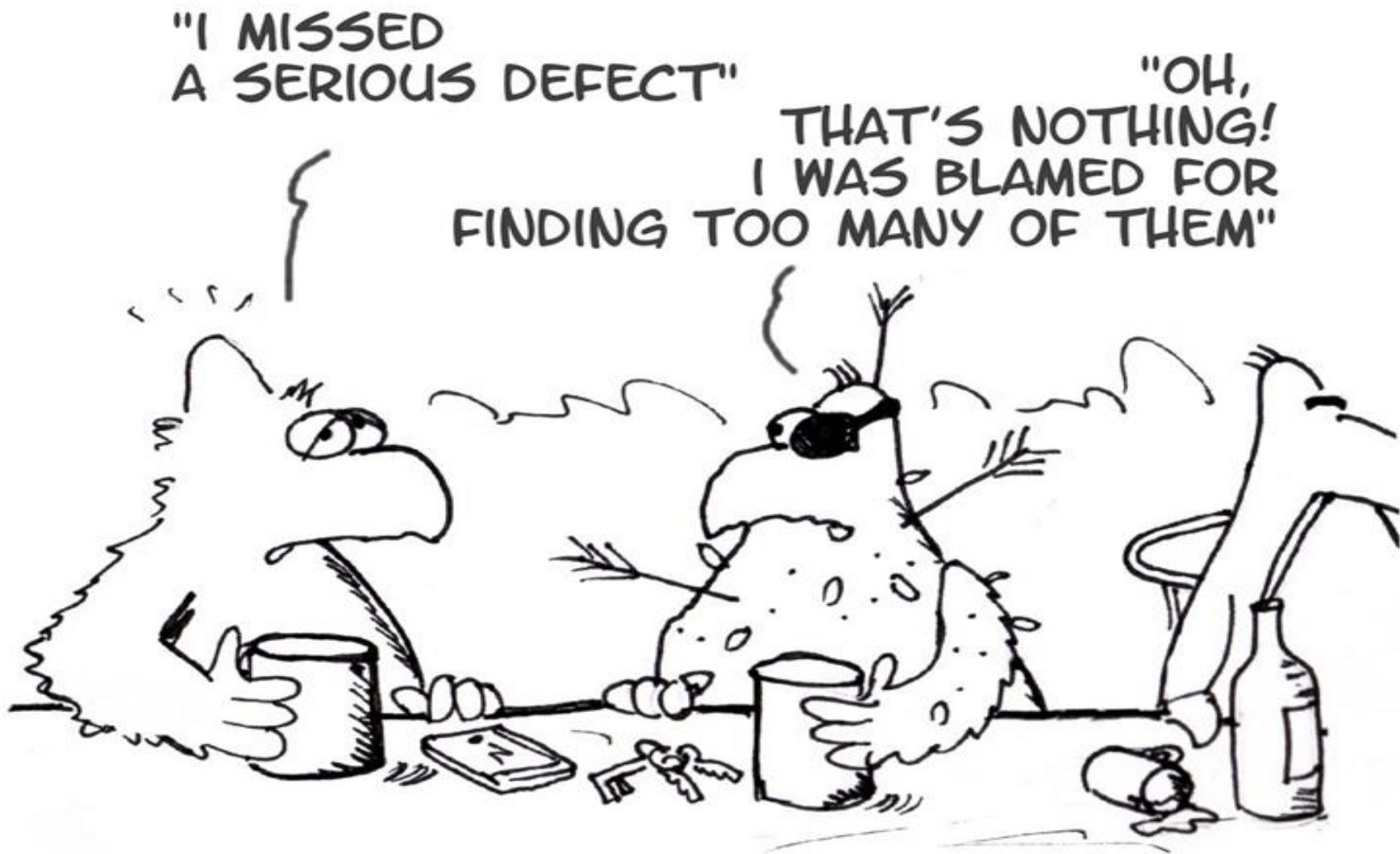
- *7W+1h: dare to ask why, where, what, what if, which, who, how, as you test in order to learn, explore or investigate the software.*
- *Have an open mind. Do not take things for granted.*
- *Question why certain things are the way they are when they seem awkward.*
- *Be a good listener, quietness often helps, think before acting or asking.*
- *Pay attention to the “little bit off”. They might be your gold mines.*
- *Be willing to get out of your comfort zone.*

How I use Curiosity mindset tool

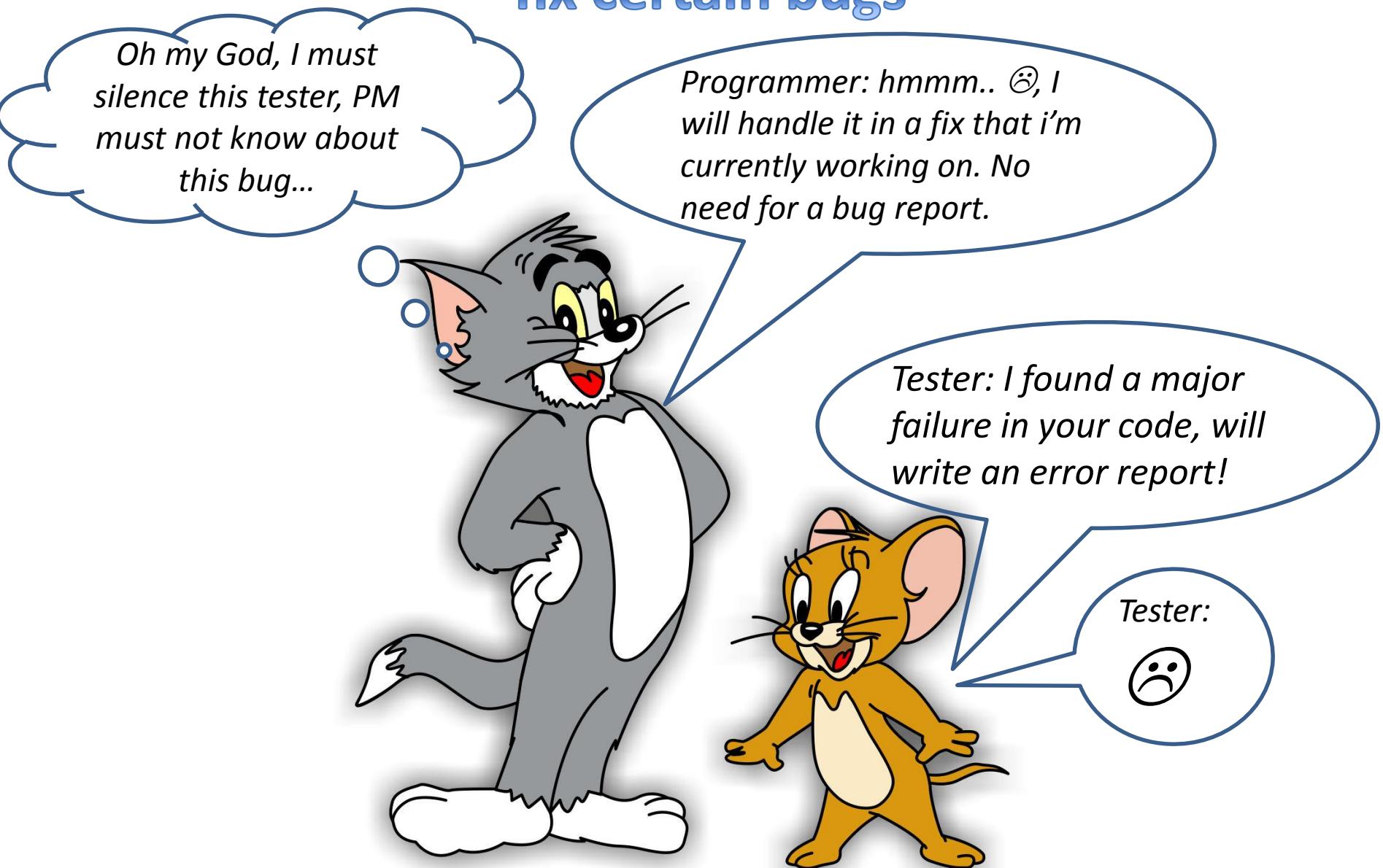
Mindset Tweaks:

- *Those little promptings might actually be important. Do not ignore especially if it's an area of risk.*
- *Don't get your brain locked up to automated test and written test cases! They have limitations.*
- *Shut off the negative "ifs" learn from the past and move on.*
- *Think like the user.*

Criticism/Accusation handling mindset tool



Business mindset tools: Why project managers don't fix certain bugs



Criticism/Accusation handling mindset tool

THE DARK SIDE OF BUGS

PERCEIVED REALITY:

OH NO!
THIS LOOKS
LIKE A BUG



BUT I CAN'T RAISE IT
NOW, THEY'LL BLAME ME
FOR DELAYING THE RELEASE



AND THEY'LL SAY
I SHOULD HAVE
FOUND IT EARLIER



I'LL JUST PRETEND
I NEVER SAW IT



REALITY:

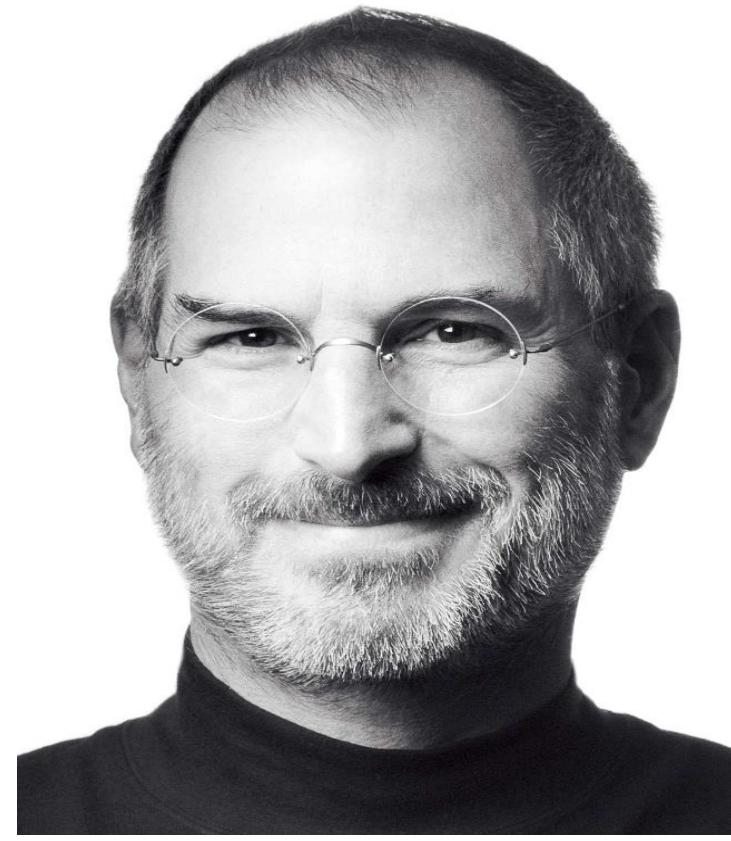
OK BUGS, THIS
TESTER IS
ABOUT TO SELL
HIS SOUL. LET'S
FINISH HIM OFF.



Criticism/Accusation handling mindset tool



“Your most unhappy customers are your greatest source of learning” – Bill Gates



“Sometimes life hits you in the head with a brick but don’t loose faith” - Steve Jobs

Criticism/Accusation handling mindset tool

Tester's Mindset Tweaks:

- *There could be something valuable in that unhappy face of the developer, project manager etc*
- *Accepting criticism is a path to Mastery,*
- *Be sure, be alert, record and document things.*
- *Be willing to accept no for an answer,*
- *You can be wrong.*
- *Don't be loose on your communication. An email could save your face!*
- *Find important issues on time.*
- *Be transparent, be honest, be cautious. Dare to report issues found close to release. Dare to find many issues.*

Team leading Mindset tool



Team leading Mindset tool

- You have a composition of varying skills and expertise. We see differently and we reason differently.
- Identify individuals talents and strength and harness that in allocating them.
- Never use the same yardstick to measure competence and value.
- Beware of motivation killers:
- Gain knowledge, target getting best tools on time. Better tools, better testing, better quality.



Team leading Mindset tool

- *Don't be a PM pleaser. Tell them the truth.*
- *Have a buffer. Give feedback and show appreciation. Let your testers own or be recognized for their contribution.*
- *Don't add up resource at the tail end of the project. If you need to, you must include the learning curve of the new members in your calculation of how long it will take to be done.*
- *Be hands-on. Take interest in learning the product and technical things.*



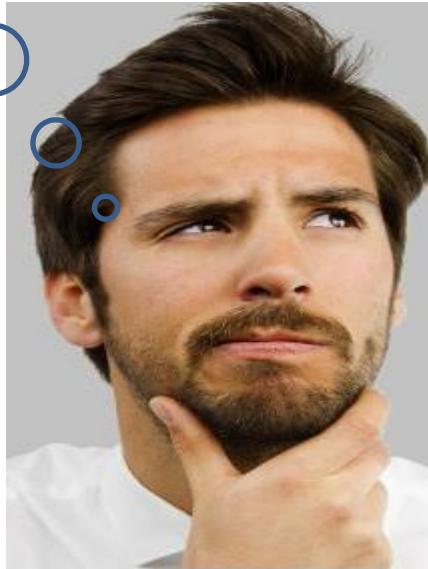
Analytical mindset tool



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Business mindset tool

Tester: Have a mindset that works with the understanding of each role on the project, " ... think business goals!"



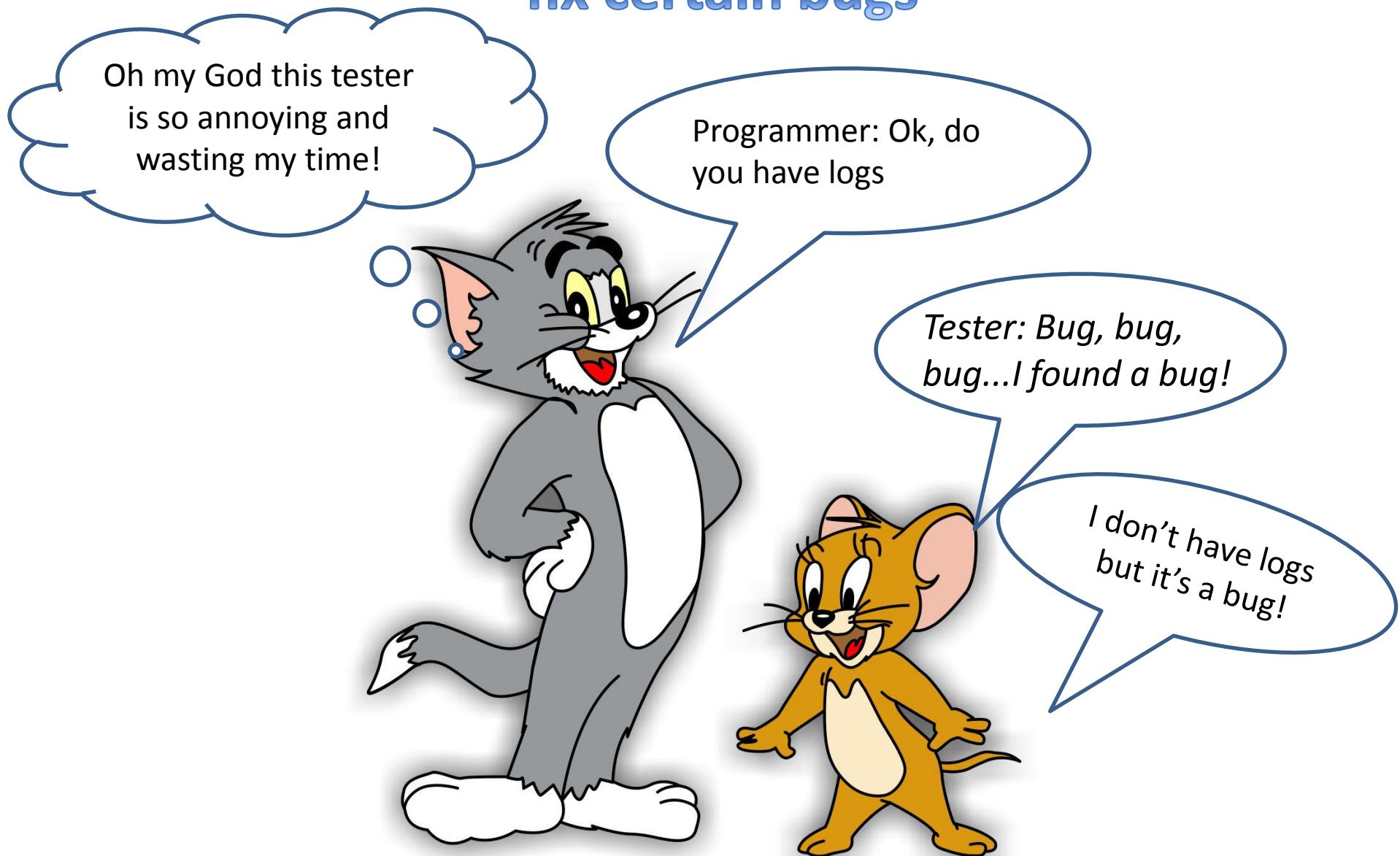
Testers and programmers need some level of business reasoning!

Business mindset tools: Why project managers don't fix certain bugs



Understanding the psychology of each role and what's most important in time is needed.

Business mindset tools: Why project managers don't fix certain bugs



How I use the Business mindset tool

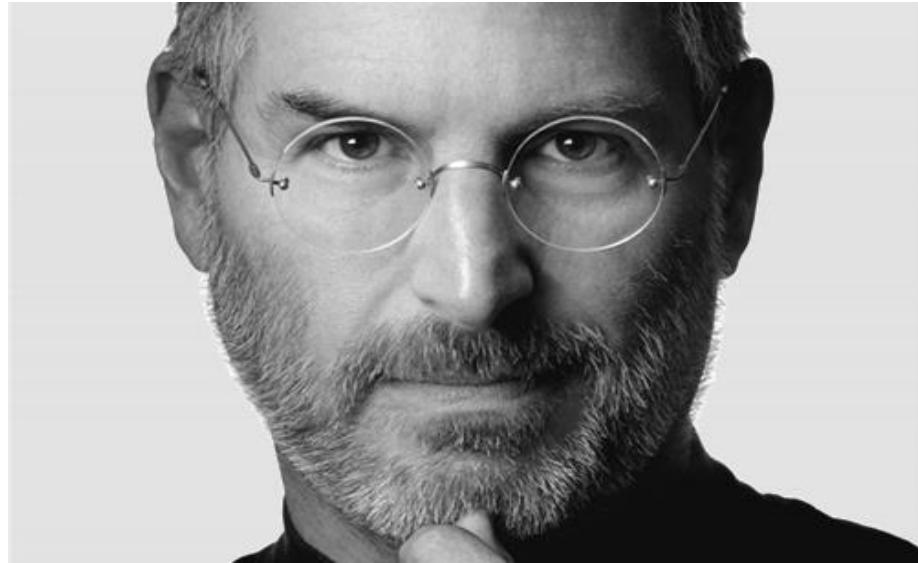
Mindset Tweaks:

- *Test with an understanding of the goal of each role on the project.*
- *Test with an understanding of the cost implication of slipped deadlines.*
- *Communicate with clarity of impact on stakeholder's business: describing issues from a user perspective is useful a lot of times.*
- *Advocate for bug conviction.*
- *Observe valuable evidences to prove the bug guilty and expose the severity of the crime.*
- *Find important bugs on time.*



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Criticism/Accusation handling mindset tool



Mindset Tweak:

"Don't let the noise of others' opinions drown out your own inner voice. And most important, have the courage to follow your heart and intuition. They somehow already know what you truly want to become. Everything else is secondary."

Embarassment handling mindset tool



Embarassment handling mindset tool



Tester's Mindset Tweaks:

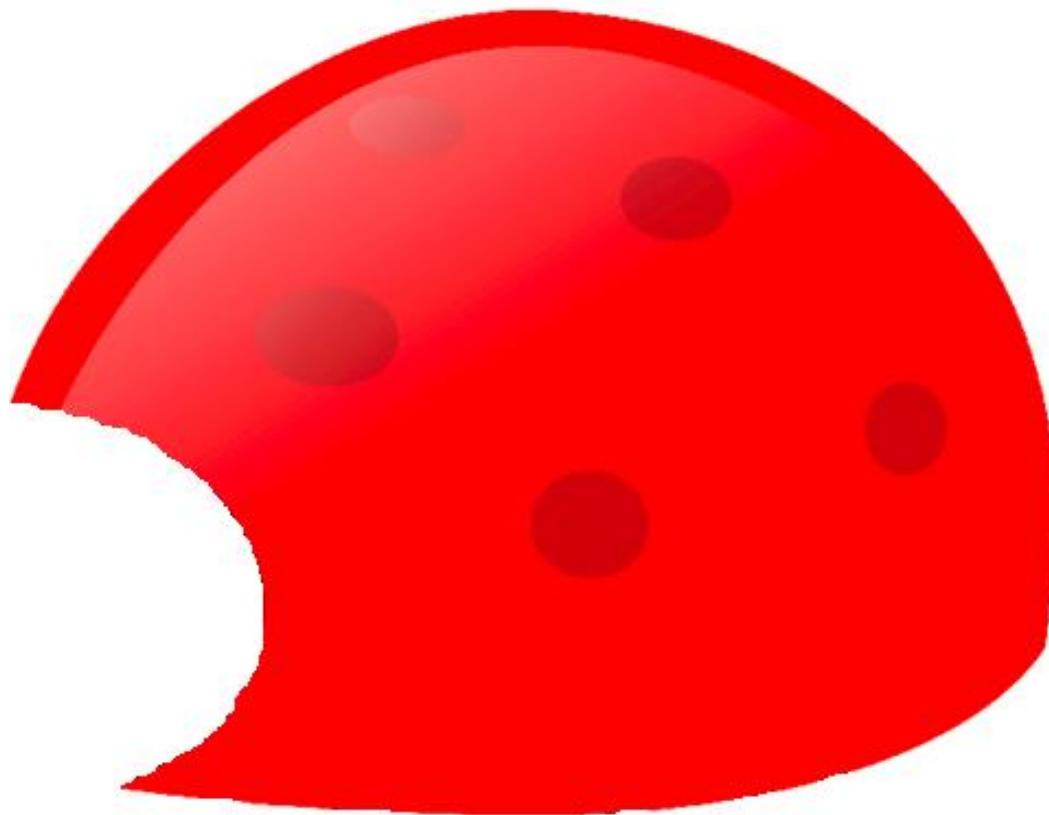
- *Do not easily give up on bugs that you know can significantly affect quality even when it's thrown at your face.*
- *Fight the fight, ensure that you were heard and understood.*
- *Don't forget to put some kind of documentation in place.*
- *Keep moving, don't give up!*
- *It's Ok to be wrong but focus on becoming valuable.*

Criticism/Accusation handling mindset tool



Who gets the blame most of the time? It's mostly the tester!

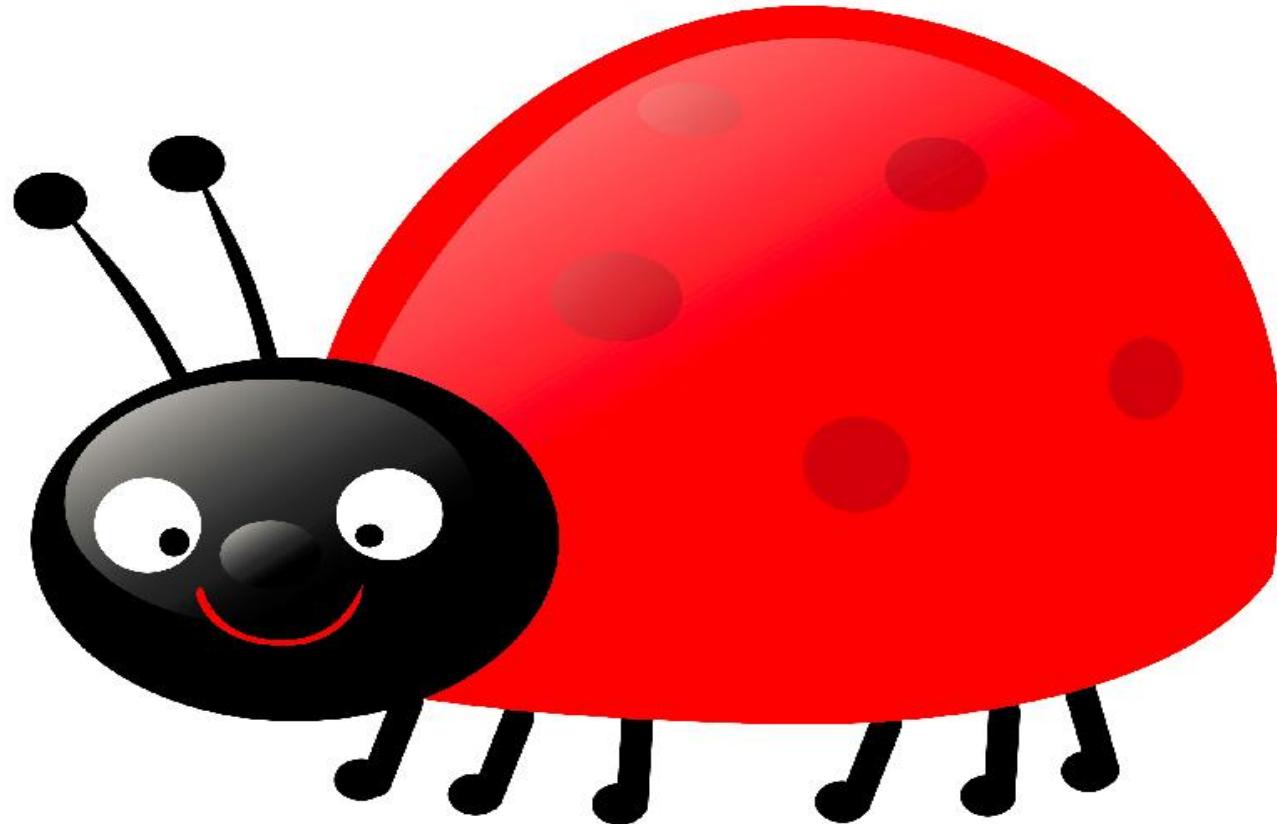
Bug reporting mindset tools



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Bug reporting mindset tools

A bug report that is missing the head, legs, and everything that could make the reader understand that what is being described is a bug is like throwing away most valuable treasure.



*This act reduces the worth of a tester and robs the stakeholders of valuable information -
Vivien Ibiironke Ibiyemi*

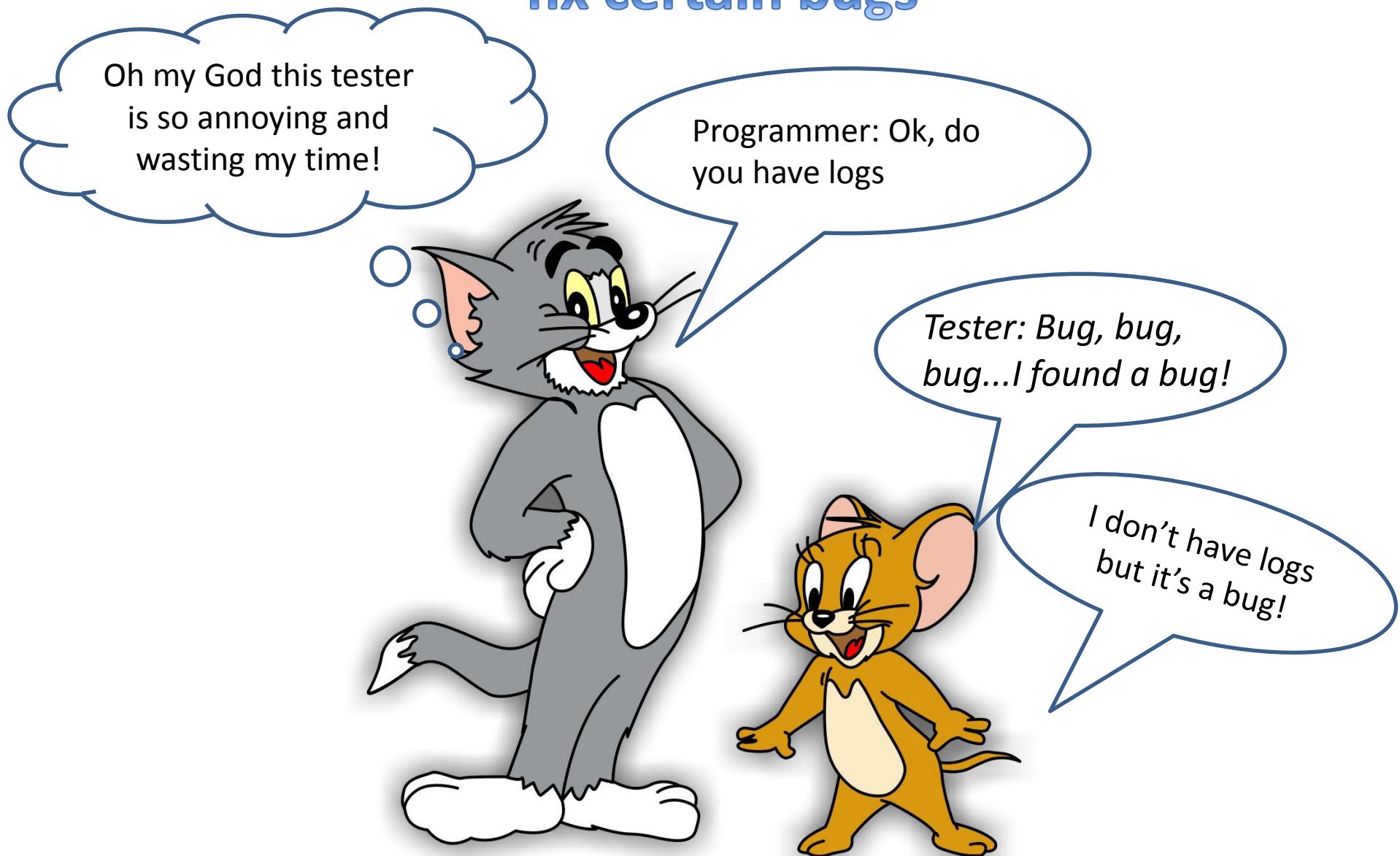
Bug reporting mindset tools

A badly reported bug is much worse than a badly drawn one...



... At least I could claim
I was being "artistic"

Business mindset tools: Why project managers don't fix certain bugs



Bug reporting mindset tools

A bug report that cannot be understood is a dent on the efficacy of a tester's job!

Mindset Tweaks

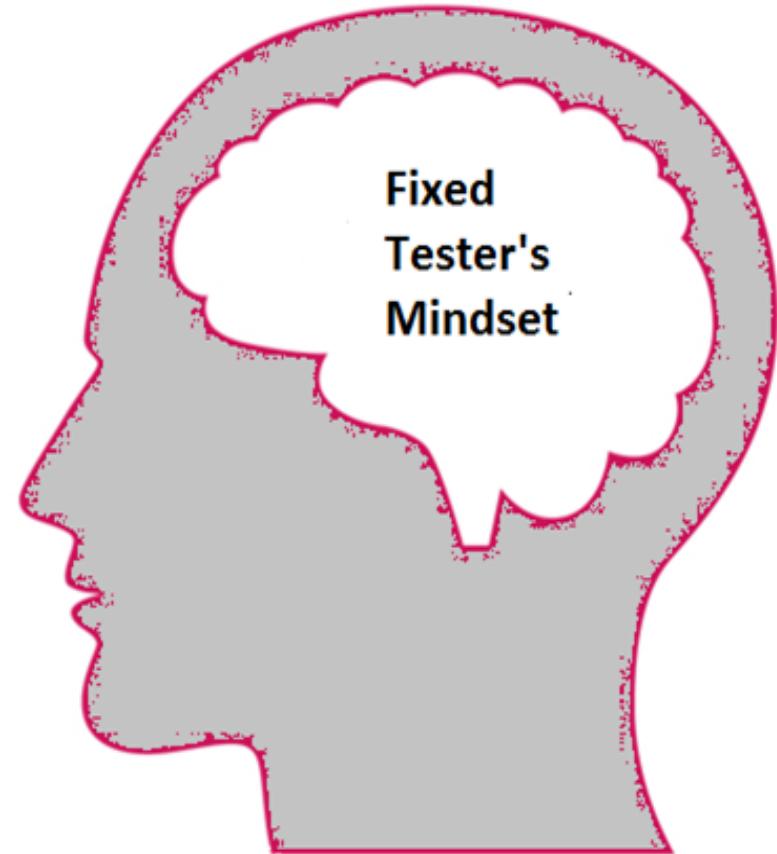
- *Never start the DUT without turning on the logging even if you are "joke testing".*
- *Clear, informative, not unnecessarily worded but convincing bug report (Bug Advocacy).*
- *Think like the person who will read and act on the report (include the head, legs, and eyes of the bug.)*
- *Imagine how the users will use the feature and craft the bug report in the same manner*



Fixed vs Growth tester's mindset (reasoning)



Tendencies: 1. Dare to reveal and discuss issues found with the stakeholders even close to releases. 2. Does not easily give up. 3. Turn setbacks around as opportunities to learn from what doesn't work out. 4. Embrace challenges, persist in the face of set backs. 5. See effort as a path to mastery. 6. Learn from criticism. 7. Find lessons and inspiration from other testers' successes. 8. Approach testing with a reasonable level of flexibility. 9. Does not see lack of tools as sufficient excuse for not finding bugs. 10. Does not raise bug count to earn praise.



Tendencies: 1. Cover up issues that are found close to a release to avoid being accused of not finding them early. 2. Give up easily: we're limited by tools, we can't find bugs. 3. Feel threatened by other team members' success. 4. Love easy task and lots of praise for doing them well. 5. Raise bug count to earn praise though the PUT is as "buggy" as bug. 6. Show excitement about bug found as a sarcastic mockery of developers or colleagues. 7. Jump into conclusions without assessing the situation. 8. Avoid challenging task. 9. Find only Obvious bugs.

Building your own Mindset toolkit: ORA



Observe:

Observe occurrences on your daily task.

Pay attention to how you/other testers find bugs.

Learn to tell/note test stories.



Reflect:

Reflect on the observed activities of the day, bugs found and how they were found, occurrences resulting from Tester, programmer, Test or Project manager's interactions in the team etc.



Adapt:

Identify and label what reasoning/mindset were useful in the test stories and test experience.

Adapt your reasoning based on your identified tools when you test.



So what next...?



Ready
Set

GROW



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Thanks



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