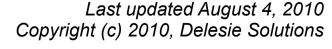
Communication Chameleons

Presented at CAST 2010



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Chameleons



Image Attribution: Flickr User "Today Is A Good Day"

A Story About a Tester

> Meet Mat



Be Engaged & Actively Listen



Seek to Understand

- Listen, talk less
- Ask open-ended questions
- Take notes
- Motivators & values
- What are they trying to say?
- What do they need?

Adapt Behaviours

- Eye contact
- Body language
- Facial expressions
- Gestures
- Vocal cues

Testers are Information Radiators

We seek out information and report it to people who need to know so they can make effective & informed decisions.

Make Your Information...



Information is Relevant



Information is Meaningful & Useful

They understand the information and find value in it.

If they don't...

- Was it the wrong information?
- Was it the right information presented in the wrong way?



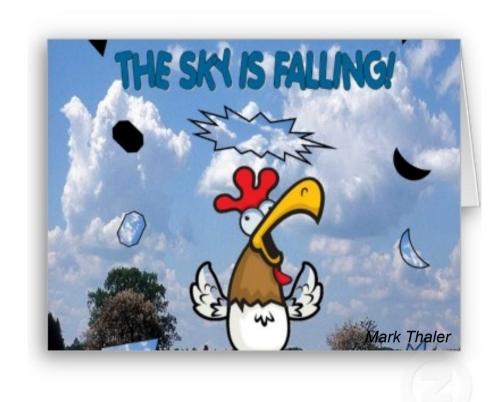
"I never get a good night's sleep.
Thank God for these office meetings!"

Information is Accurate & Complete

Don't Risk:

Wrong Decisions Being Made
Losing Credibility
Causing More Work

Information is Timely





Information is Actionable

Clear on Next Steps

- Decision to be made?
- Need support?
- What do they need to do?



Be a Communication Chameleon

Be Engaged & Actively Listen
Seek to Understand
Radiate the Right Information
Adapt Behaviours & Receptors
Be Personable, Be Yourself

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Related & Recommended

The 5 Essential People Skills – Dale Carnegie Training
Listen For Success: A Guide to Effective Listening Arthur K. Robertson
The New Peoplemaking – Virgina Satir
The Social Styles Handbook - Wilson Learning

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