

# Communication Chameleons

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**Selena Delesie**

*Consulting Software Tester, Agile Coach*  
Delesie Solutions

*[www.delesiesolutions.com](http://www.delesiesolutions.com)*

*[selena@delesiesolutions.com](mailto:selena@delesiesolutions.com)*

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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...*

**Relevant**

**Actionable**

**Timely**

**Useful**

**Accurate**

**Meaningful**

**Complete**



# *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?*



*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*

# **Selena Delesie**

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Delesie Solutions

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*[selena@delesiesolutions.com](mailto:selena@delesiesolutions.com)*

## *Related & Recommended*

***Difficult Conversations*** – Anne Dickson

***The 5 Essential People Skills*** – Dale Carnegie Training

***Listen For Success: A Guide to Effective Listening*** -

Arthur K. Robertson

***The New Peoplemaking*** – Virginia Satir

***The Social Styles Handbook*** - Wilson Learning

<http://www.geraldmweinberg.com> - Gerald M. Weinberg

<http://www.nkarten.com/> - Naomi Karten

<http://stevenmsmith.com/> - Steven M. Smith

<http://www.ayeconference.com/> - AYE Conference