The Psychology of Testing

Mindset of

Testers

verify and validate the product, find defects.

Qualities:

- curoisity

- professional pessimism

- critical eye

- attention to details

- motivation for good and positive communications and relationships

Developers

design and build the product.

Qualities:

- interested in building solution rather than in contemplating what might be wrong with those solutions.

Identifying failures may be perceived as criticism of the product and of its author.

Confirmation bias and other cognitive biases may make it difficult to accept information that disagrees with currently held beliefs.

Information about defects and failures should be communicated in a constructive way:

Ways to communicate well

- the key is collaboration, not battles; the common goal is a better quality of product;

- emphasizing the benefits of testing: defect information helps to improve work products and skills, save time;

- communication of test results and other findings in a neutral, fact-focused way without criticizing the person who created the defective item;

- using empathy;

- confirming that the other person has understood what has been said and vice versa.