

A close-up photograph of a black dog with striking orange eyes. The dog is looking directly at the camera with a slightly tilted head. It has a white patch of fur on its chest and a blue dog bone hanging from its collar. The background is blurred, showing what appears to be a city street at night with lights and buildings.

Doubt Builds Trust

 @ezagroba

Photo by [Wesley Tingey](#) on [Unsplash](#)



Aaron Fullerton
@AaronFullerton

Follow



THING IT TOOK ME 20+ YEARS TO
REALIZE: Trust the person who says "I don't
know" more than the person who speaks
w/authority on EVERY subject

10:44 PM - 11 Apr 2017

257 Retweets 698 Likes



14

257

698



 @ezagroba

I'm a person.
Software Tester
Introvert
Questioner



You are also
a person.

Beautiful
Fallible
Forgetful
Biased



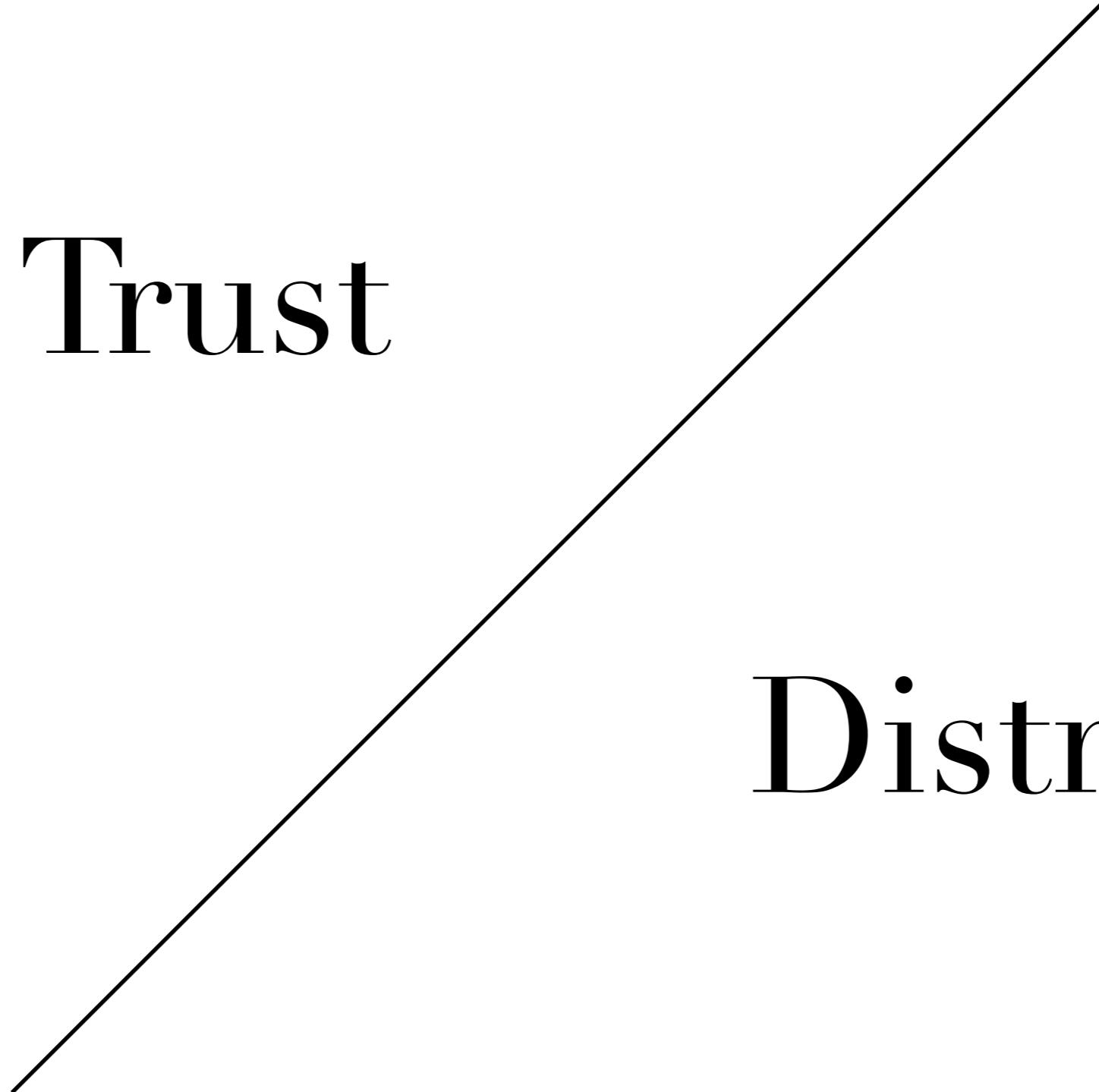


Doubt
questioning,
uncertainty

– [thesaurus.com](#)

Interviewing





Trust

Distrust

Fake it 'til you make it.





Hope & Curiosity

 @ezagroba

Photo by [Beth Ireland](#) on [Unsplash](#)



Pair testing

Fixture Findr



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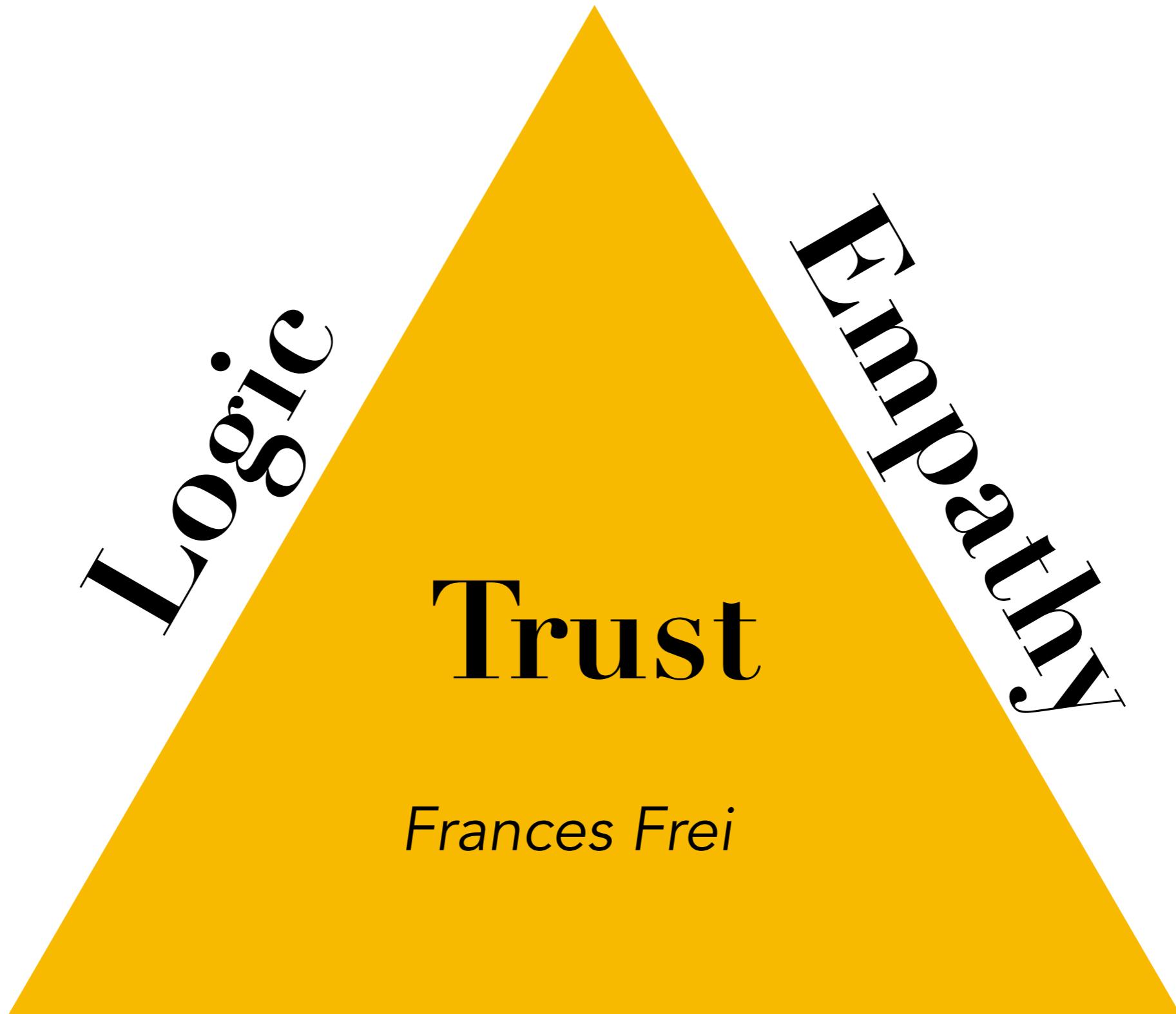
Next Day

Next Week

Sat 27th October 2018

43 fixtures

Competition	Kick-Off ▾	Home Team	Score	Away Team
🇩🇪 2nd Bundesliga	02:00	SV Sandhausen	3:3	Paderborn
🇩🇪 2nd Bundesliga	02:00	Arminia Bielefeld	1:0	Erzgebirge Aue
🇩🇪 2nd Bundesliga	02:00	FC Heidenheim	1:1	FC Cologne
🇪🇸 LaLiga Santander	02:00	Rayo Vallecano	2:1	Girona
🇬🇧 Championship	13:47	Derby County	1:1	Middlesbrough
🇩🇪 Bundesliga	15:30	Wolfsburg	?:?	Fortuna Düsseldorf
🇩🇪 Bundesliga	15:30	Hertha Berlin	?:?	Borussia Dortmund
🇩🇪 Bundesliga	15:30	Augsburg	?:?	Hannover 96
🇩🇪 Bundesliga	15:30	FC Bayern München	?:?	Mainz 05
🏴󠁧󠁢󠁥󠁮󠁧󠁿 Scottish Cup	15:30	Cove Rangers	?:?	Auchinleck Talbot



Authenticity

Frances Frei

Frances Frei

Authenticity

Don't hide who you are.

Fixture Findr



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**Frances
Frei**

**Customer
Experience
Strategist**

Customers & Stakeholders

Fixture Findr



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Communication & Quality

Frances
Frei
Iosic

Fixture Findr



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Safety Language & Specificity



Safe-to-fail
is a privilege.



No feigning surprise.

Write a trustworthy resume

- I do these everyday in my current role, I routinely coach others in these skills.
- I have done these in the past, I don't typically do them in my current role.
- I have jumped into these roles to fill a void on my Agile team.



Show Your Work

Charters



 @ezagroba

Photo by Duffy Brook on Unsplash



“Is this what you
had in mind?”

Practice





Angie Jones

@techgirl1908

Following



The moment I felt comfortable saying "I don't know" was the moment I truly felt I'd made it in tech.

5:55 AM - 17 Nov 2018

347 Retweets 2,142 Likes



32

347

2.1K



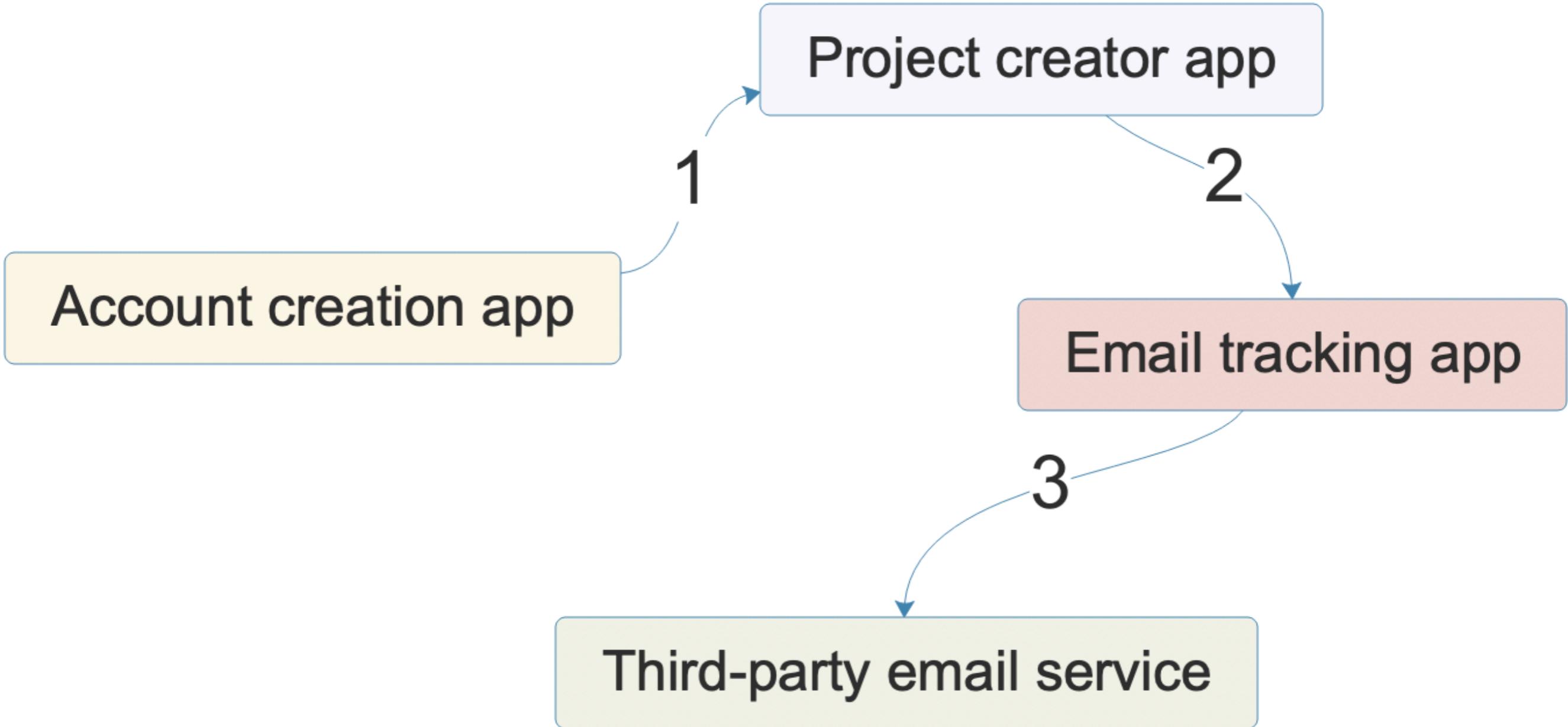
 @ezagroba

A close-up photograph of a black dog with striking orange eyes. The dog is looking directly at the camera with a slightly tilted head. It has a white patch on its chest and a blue bone-shaped collar. The background is blurred, showing what appears to be a living room or kitchen interior.

Thank you.

Stuff I've got to mention

- Mendix: We're hiring. mendix.com/careers
- "How to build (and rebuild) trust," Frances Frei (TED2018)
- Fixture Finder by Jan Eumann & Phil Quinn
- Johanna Rothman's blog: jrothman.com
- *The Thin Book of Trust*, Charles Feltman
- *I Don't Know*, Leah Hager Cohen
- *Crucial Conversations*, Kerry Patterson, Joseph Grenny, and Ron McMillan
- *Daring Greatly*, Brené Brown



Is it possible that...?

“Often the desire to appear competent impedes our ability to become competent.”

– Magdeleine Sable