

Software Testing Mentor

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ISTQB Foundation Level and Software Testing Training

Module 1

Fundamentals of Software Testing

Session 5 – The Psychology of Testing

The Psychology of Testing

In this session we will discuss various psychological factors that influence testing

- Clear objective
- Independent testing
- Feedback on defects
- Clear and courteous communication

Independent Testing

Mindset is different if you are building or developing something

- Work positively to build something

Mindset is different if you are testing

- We look for issues/defects in the product

We know its difficult to find mistakes in our own work. Another person will be able to find more issues than the person who developed it.

In software context as well, developers perform some testing of their code and then other people perform rest of the testing

Independent testing may be carried out at any testing level

Independent testing avoids author bias and is more effective in finding defects

Levels of Independence

Different levels of independence in ascending order are:

- Testing done by developers (Person who wrote the code)
- Another person in team (Another developer) performs the testing
- Another person from a different organisational group does testing (independent test team)
- Testing done by different organization (Outsourced or external body)

Tips for reporting defects or failures

Communicate
defects/failures
in neutral way

- Don't gloat
- Don't criticize or blame developers
- Be constructively critical and discuss defects with developers

Tips for reporting defects or failures cont.

Explain that by finding the issue earlier we can deliver better software

- Mention what worked in software and what did not
- Prioritize the defects properly – Everything should not be prioritized critical
- Don't be always pessimistic

Clear and Courteous Communication

Start with
collaboration
not battles

- Always be polite and helpful
- Understand others feelings
- Confirm other team member understands what you are trying to convey

Improving interpersonal and communication skills

As testers it is critical to communicate our findings in neutral and effective way, so it is very important to improve our interpersonal and communication skills

Problems can occur within team if testers are just seen only as messengers of unwanted news about defects

For the software developer or document author, defect information can help them improve their skill and quality of work only if its provided in proper way

We can provide effective risk assessment information for defects found which will save time and money later, and reduce risk

Conclusion

To conclude, In this session we learned about the psychology of testing and importance of various psychological factors in testing

- Clear objective
- Independent testing
- Feedback on defects
- Clear and courteous communication

THANK YOU!!!