

Discover the Quality Coach role and their Toolbox

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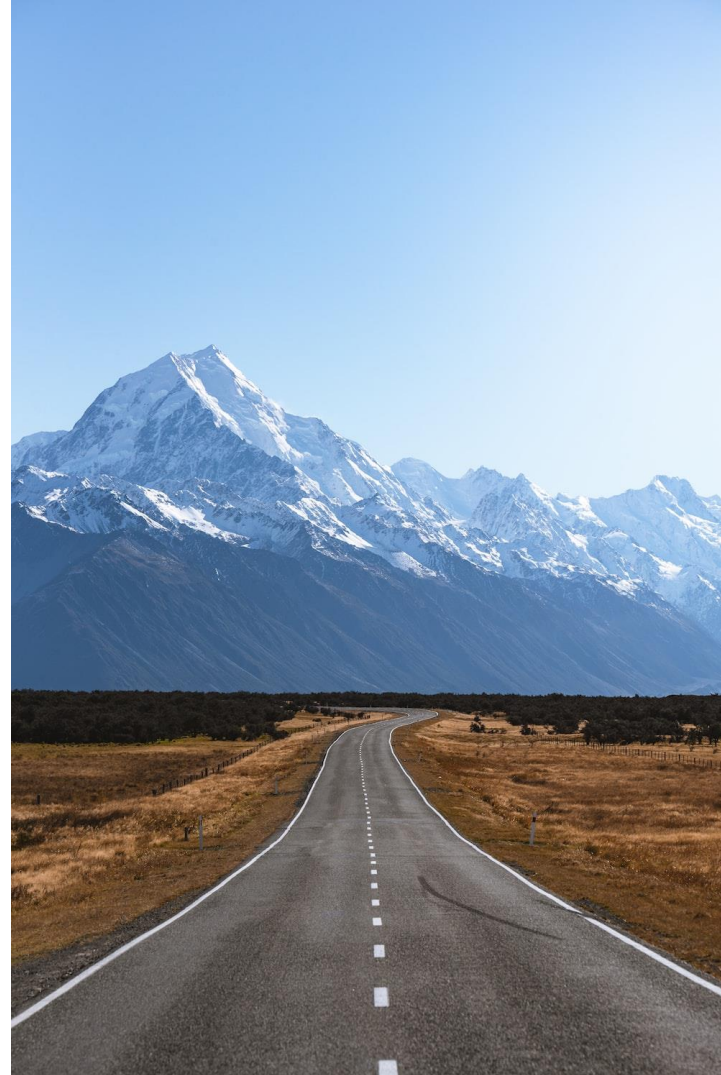
Agile Quality Coach
Sogeti FR



Introduction



“ Test Leader → Quality Coach



Introduction



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“ Hello, I'm Emna



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- Linkedin Learning Instructor
- SogetiLabs Fellow



Introduction



“ Agenda

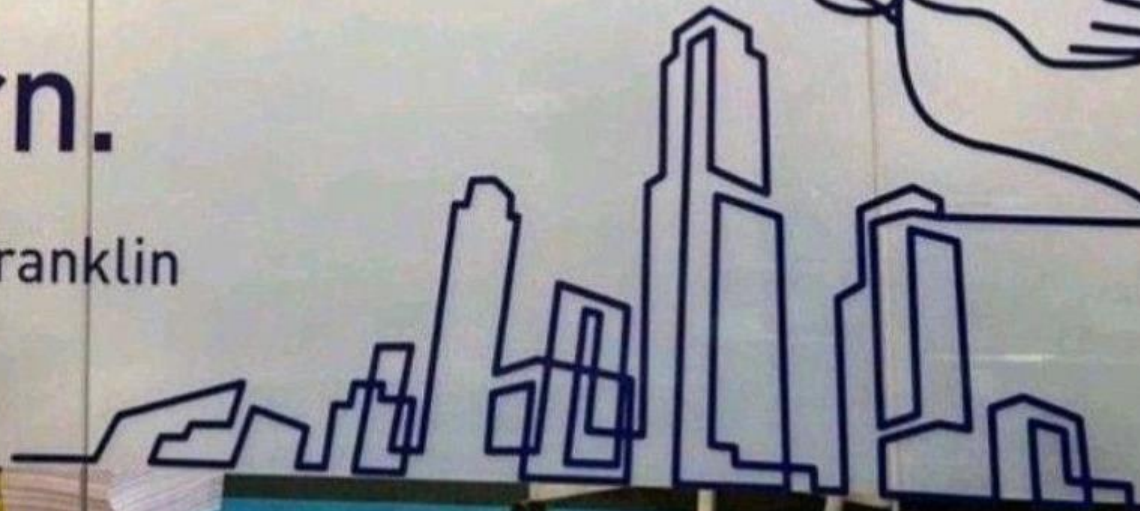
- The Quality Coach Role
- Being a Quality Coach: Challenges and benefits
- Quality Coaching Exercises to do with your team

Coaching



Tell me and
I forget.
Teach me and
I remember.
Involve me and
I learn.

Benjamin Franklin



Coaching

“Teaching Vs. Coaching

Teaching



Directive

- Instructing
- Giving advice
- Telling what to do

Non Directive

- Reflecting
- Listening
- Questioning



Tip : Coaching unlocks a person's potential to maximize their performance.



Why “Quality coaching” ?

« Quality is a value to some person, who matters »
-- Jerry Weinberg

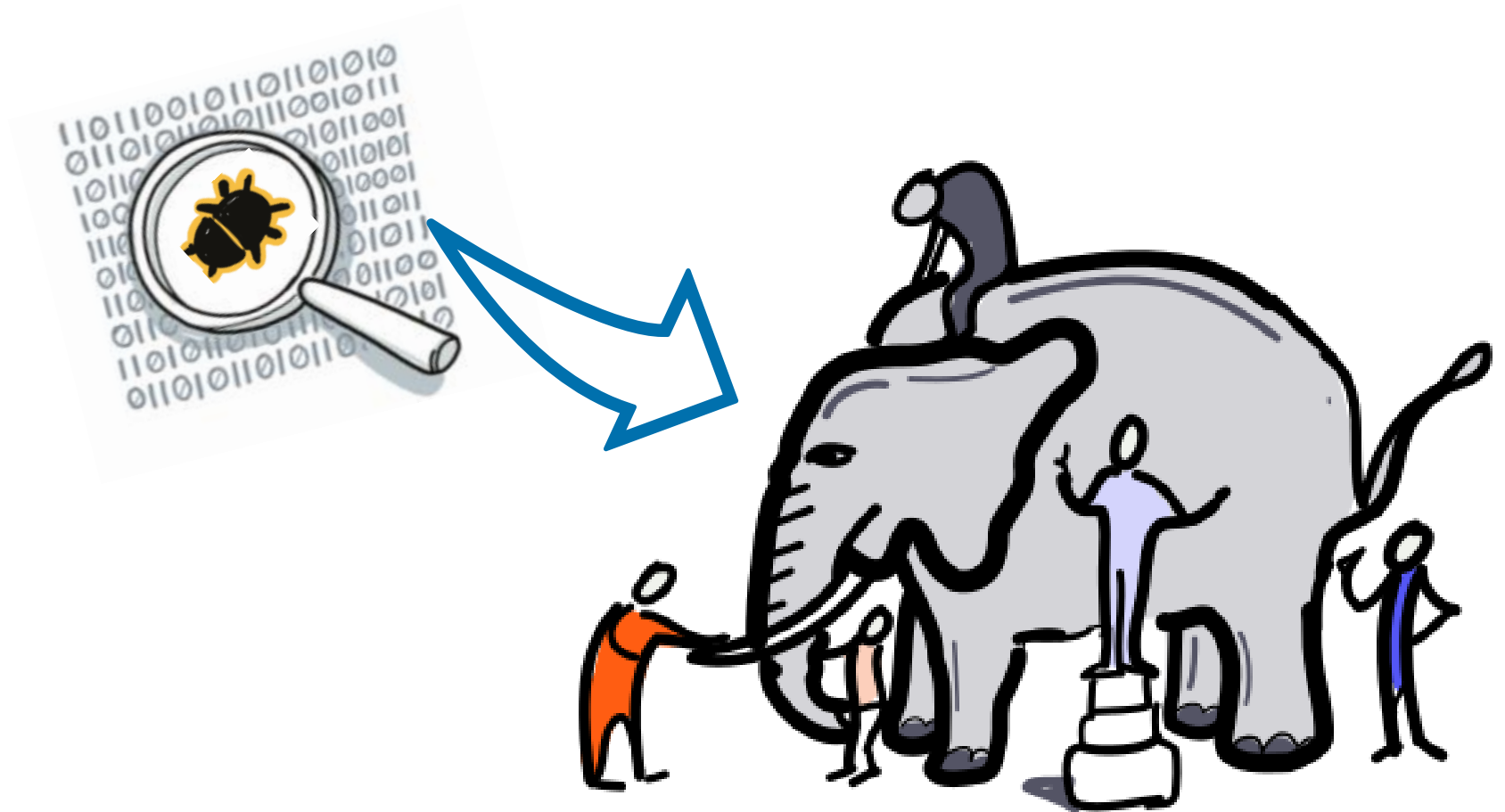


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Quality Coaching



“ From Testing to Quality Engineering



Quality Coaching

“ Why Quality Coaching?

- Teams and organizations want to be **involved** instead of being told what to do
- Quality involves the entire **ecosystem**
- Quality is a **whole team** responsibility

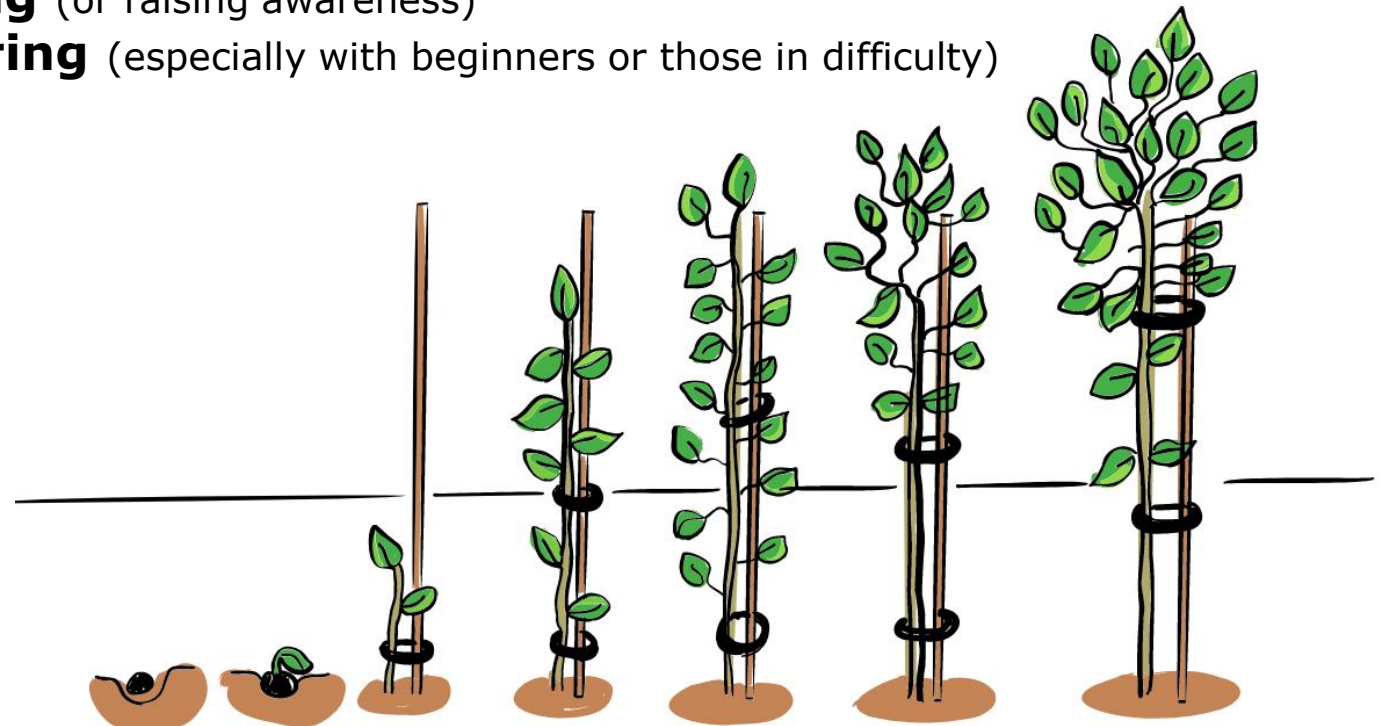


Quality Coaching

“ What is an (Agile) Quality Coach?

An agile quality coach is a role that challenges and actively supports a team or organization to build a quality collaborative approach, through (as appropriate):

- **Coaching** (individual or collective)
- **Facilitating** (workshops, rituals, visuals, graphic recording...)
- **Training** (or raising awareness)
- **Mentoring** (especially with beginners or those in difficulty)



Quality Coaching



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“ Benefits



Remove Silos



**Learning opportunity
#TestAndLearn**



Fast Feedback



**Quality Product
Faster Peace**



Happy at work



**Involving teams/organisation
instead of directing**



**Movement towards
continuous Testing**



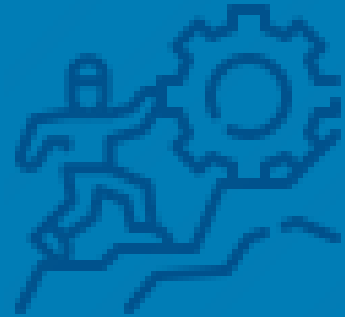
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Quality Coaching **Challenges**



Challenges

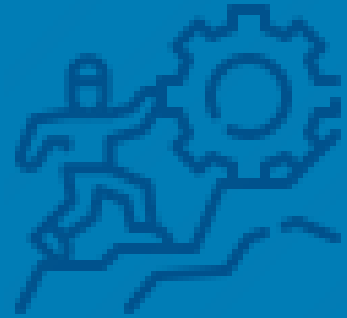


“ Agenda: Empty or Exploding ?



Tip : Create your own agenda and be intellectually and physically available

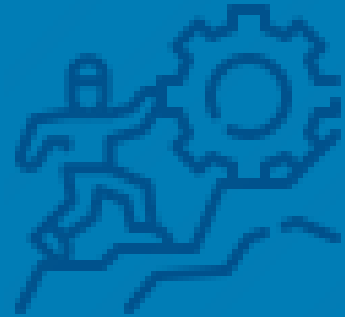
Challenges



“ Which levels of details is enough ?



Challenges

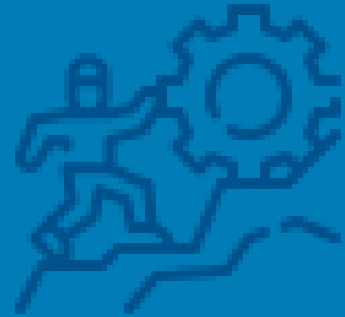


“ Added value takes time



Tip : Start small and monitor progress. It's not magic!
Create a backlog of actions and prioritize them

Challenges

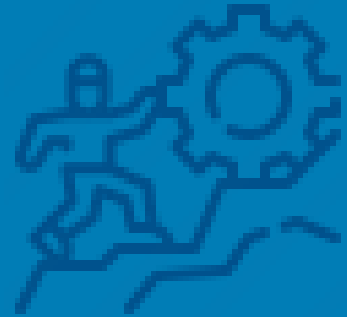


“Mandate and positioning of the role within team(s) and organisation



Tip : Raise awareness in your communities within the organization about the importance and challenges of this role, you need to involve them!

Challenges



“ Agile Coach vs Quality Coach



Quality Coaching

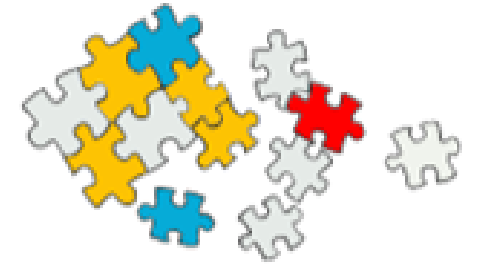
“ Building a Culture of Quality



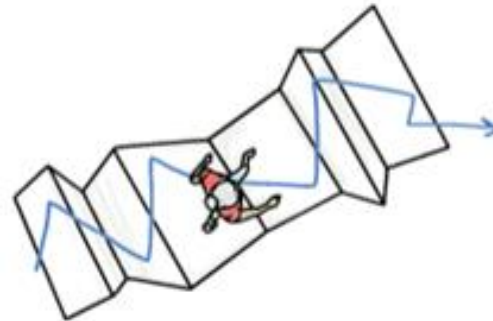
Quality is a whole team responsibility



DevOps: we all solve the problem



Build Quality In



Good Test Design



Small experiments



Testing is not a phase it's an activity



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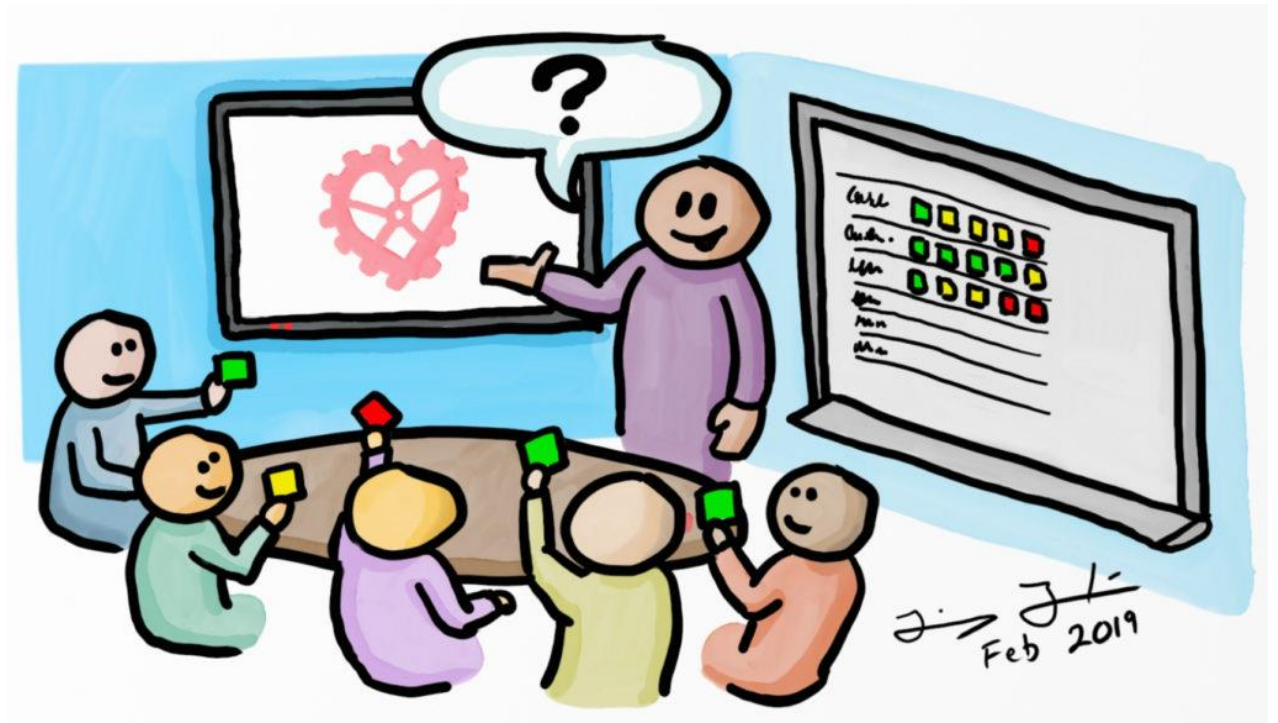
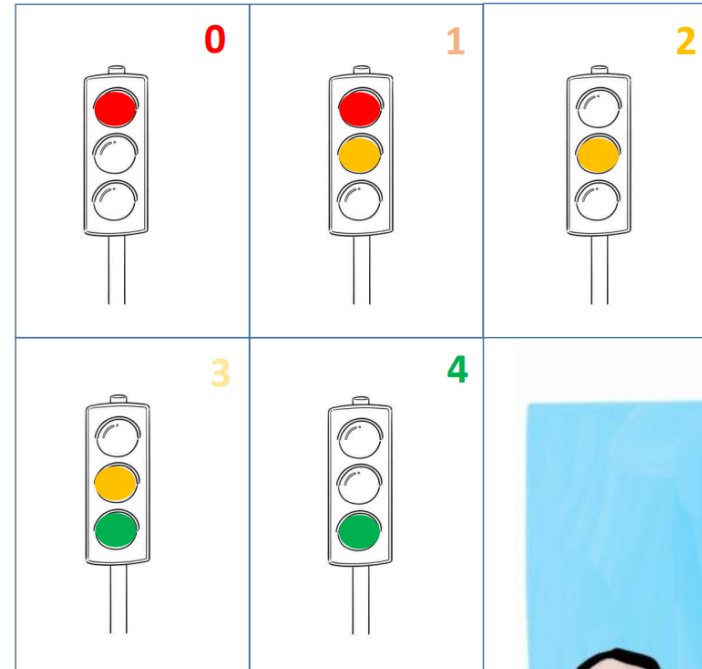
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Quality Coaching **ToolBox**



Practice !!

“ Team Health Check



Tip : Encourage teams to regularly auto-evaluate on different themes within a process of continuous improvement

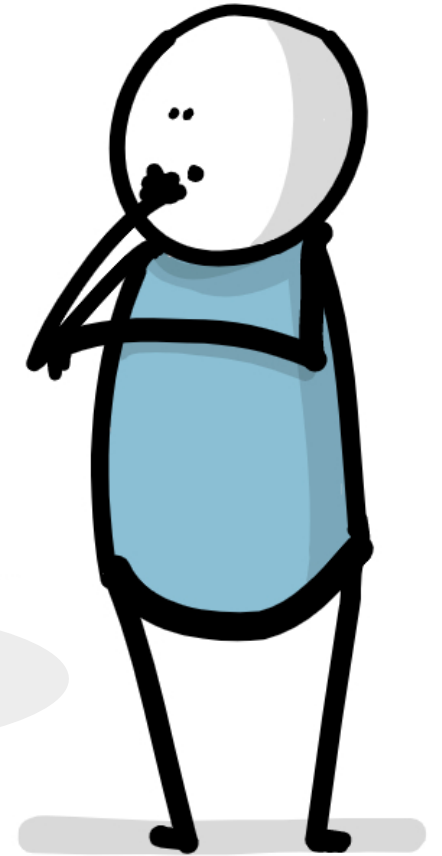
Practice !!

“ Verwondering

I WONDER ABOUT...

- why testers are not present in the refinement session
- why testers are not invited in the sprint review
- why dependent teams don't communicate regularly with each others
- why acceptants are surprised when they hear they can start testing

Good starting point!



Practice !!

“ Active Listening : Skills to master



1. Pay attention. 2. Withhold judgement. 3. Reflect.

A horizontal row of three circular icons on a yellow background. The first icon is a white ear with sound waves on a dark green background. The second icon is a white hand with the palm facing forward on a teal background. The third icon is a white head profile with a gear inside on a dark blue background.

4. Clarify. 5. Summarize. 6. Share.

A horizontal row of three circular icons on a yellow background. The first icon is a white pencil and speech bubble on a dark green background. The second icon is a white checklist on a teal background. The third icon is a white hand pointing to another hand on a dark blue background.

Practice !!

“ Soon Funnel



What's preventing you from doing the testing you want ?

How will you know you have successfully tested this US ?

What testing have you already done ?

What's the first step we need to take ?

Reference – Anne Marie Charrett



Tip : Questions are powerful tools

Practice !!

“ Ask Great Open Questions

Ask open-ended questions leading to awareness and reflection

- ~~How will you measure success?~~
-> What is the most important aspect in terms of quality?

Avoid the “WHY...” Because it leads to justification and can “point out” people

- ~~Why did you fail?~~
-> How could we have done better?

20 GREAT OPEN QUESTIONS

As you coach someone through a challenge or dilemma, replace problem-solving, advice-giving, and judgment questions with authentically curious, truly open questions.

INSTEAD OF THIS:

Did you already try...?

Why did this make you react that way?

Why does this matter so much to you?

Why did you do that?

Who can do this for you?

Why can't you move forward?

What if you tried...?

Why are you stuck?

Why are you hesitating?

How will you measure success?

Who have you talked to about this already?

How can you have better results next time?

What's your first/next step?

What's your proposed solution?

What do you want to change about yourself?

Why haven't you taken that step yet?

How do you know...?

Why are you feeling anxious?

Why do you want that?

Why not [this other thing/solution]?

TRY THIS:

What is your gut telling you?

What feels surprising?

Which of your core values is being messed with?

What's the driving force here?

If you could wave a magic wand, what one thing would you change?

What's feeling fuzzy about this?

What, deep-down, do you truly want?

What's feeling stuck?

What's the most likely outcome, and what's the worst possible outcome?

What's the #1 most important aspect of this?

What do you need?

What's in the way?

What, if anything, is going unsaid?

What's your north star here?

What effect/impact do you want to have?

What's holding you back?

What's your spidey sense telling you?

What's feeling especially significant about this?

What do you find motivating?

What are you optimizing for?



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Questions ?

Thank You for your attention 😊 !!



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