

Title

Essential communication skills for testers

Speaker(s)

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To whom is the presentation addressed?

Test managers, test automaters, test environment managers, Government/public sector

Keywords

Communication, interpersonal skills, soft skills

Abstract

With our profession coming under increasing pressure to cost less and deliver more, it is not enough to focus only on developing new methods, processes, and tools; we also need to ensure our communication is not under a cloud.

This presentation will explore the most effective ways to communicate within the often highly charged environment of an IT project, and within the sometimes conflicted role of being a testing professional.

Themes will include:

- Taking the ego out of communication.
- Using the situationally most appropriate communication channel.
- Crafting effective and persuasive messages.
- Building rapport.
- Leveraging paralanguage.
- Overcoming communication noise.
- Managing stakeholder expectations.
- Developing audience awareness.
- Building expressive skills.

The success of our profession requires that we constantly search for more effective, creative, and innovative ways to communicate with our clients; our very survival may depend on it.

This lively and engaging session, presented by an experienced communications and software testing professional, will help make your messages soar above the clouds.

Biography

Thomas has worked in the IT industry for more than two decades, alongside careers in media, education, public relations and journalism.

He is a passionate advocate and supporter of the testing profession, having spoken at conferences in Australia and overseas, served on program committees, delivered keynotes at STAR West 2010, and ANZTB Test 2010 in Melbourne, and was awarded best presentation at AsiaSTAR 2004 and

ANZTB Test 2009.

He has taught communication and presentation skills to people in professions from accounting to horticulture, and serves on the Australia and New Zealand Testing Board in a communications role.
