

Discover the Quality Coach role and their Toolbox

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Agile Quality Coach
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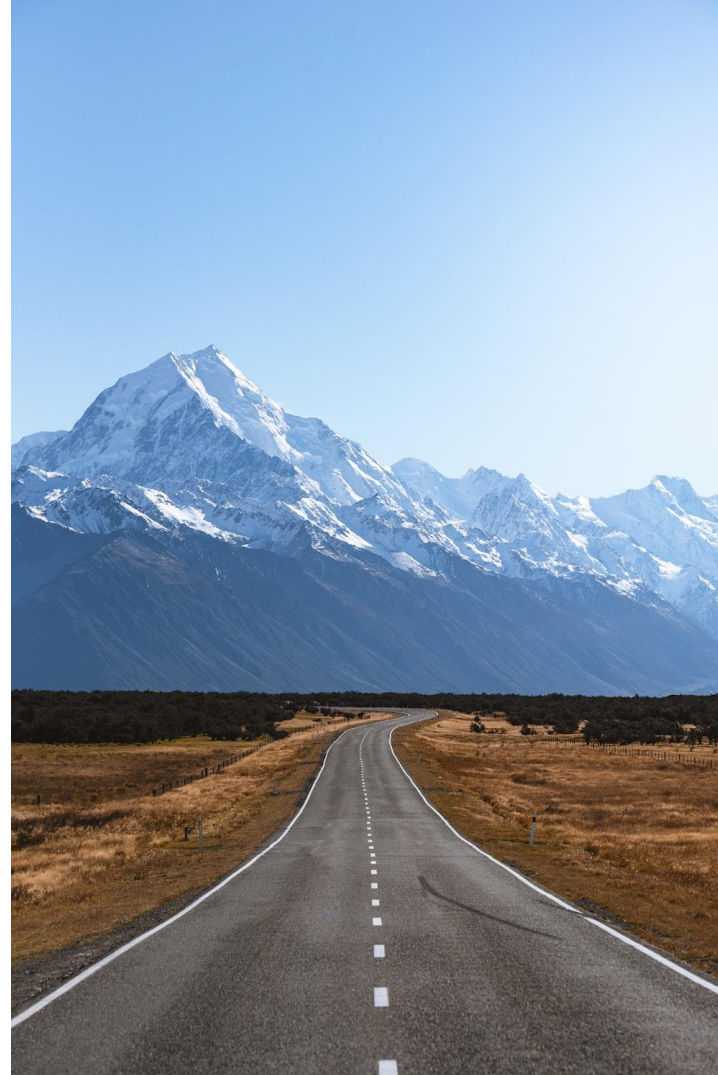
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Introduction



#ExploreWithEmna

“ Test Leader → Quality Coach



Introduction



#ExploreWithEmna

“Hello, I’m Emna



- Testing consultant at Sogeti
- Sketchnotes lover
- Blogger : emnaayadi.com
- Linkedin Learning Instructor
- SogetiLabs Fellow



Introduction



“Agenda

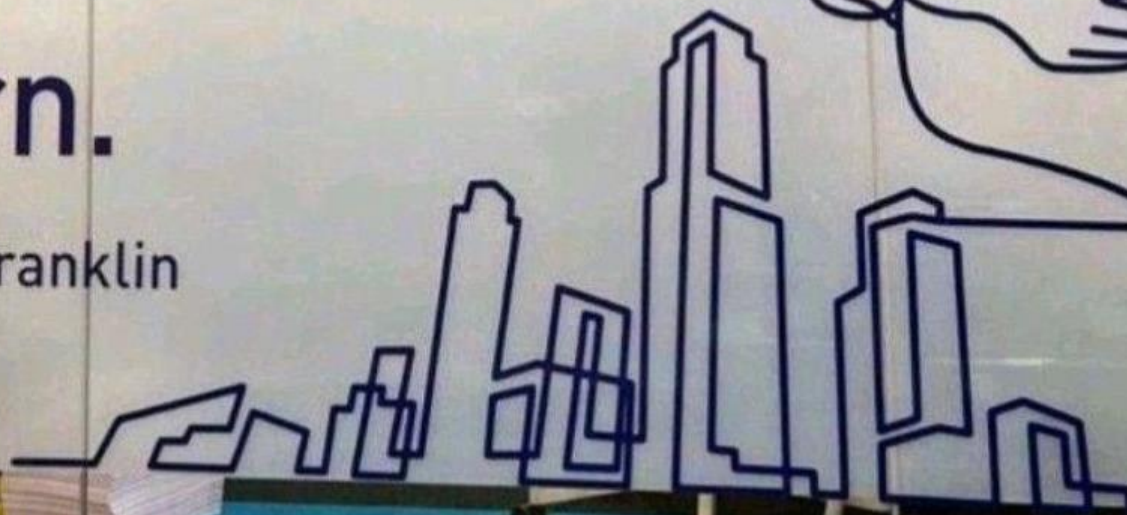
- The Quality Coach Role
- Being a Quality Coach: Challenges and benefits
- Quality Coaching Exercises to do with your team

Coaching



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

Benjamin Franklin



Coaching

“Teaching Vs. Coaching

Teaching



Directive

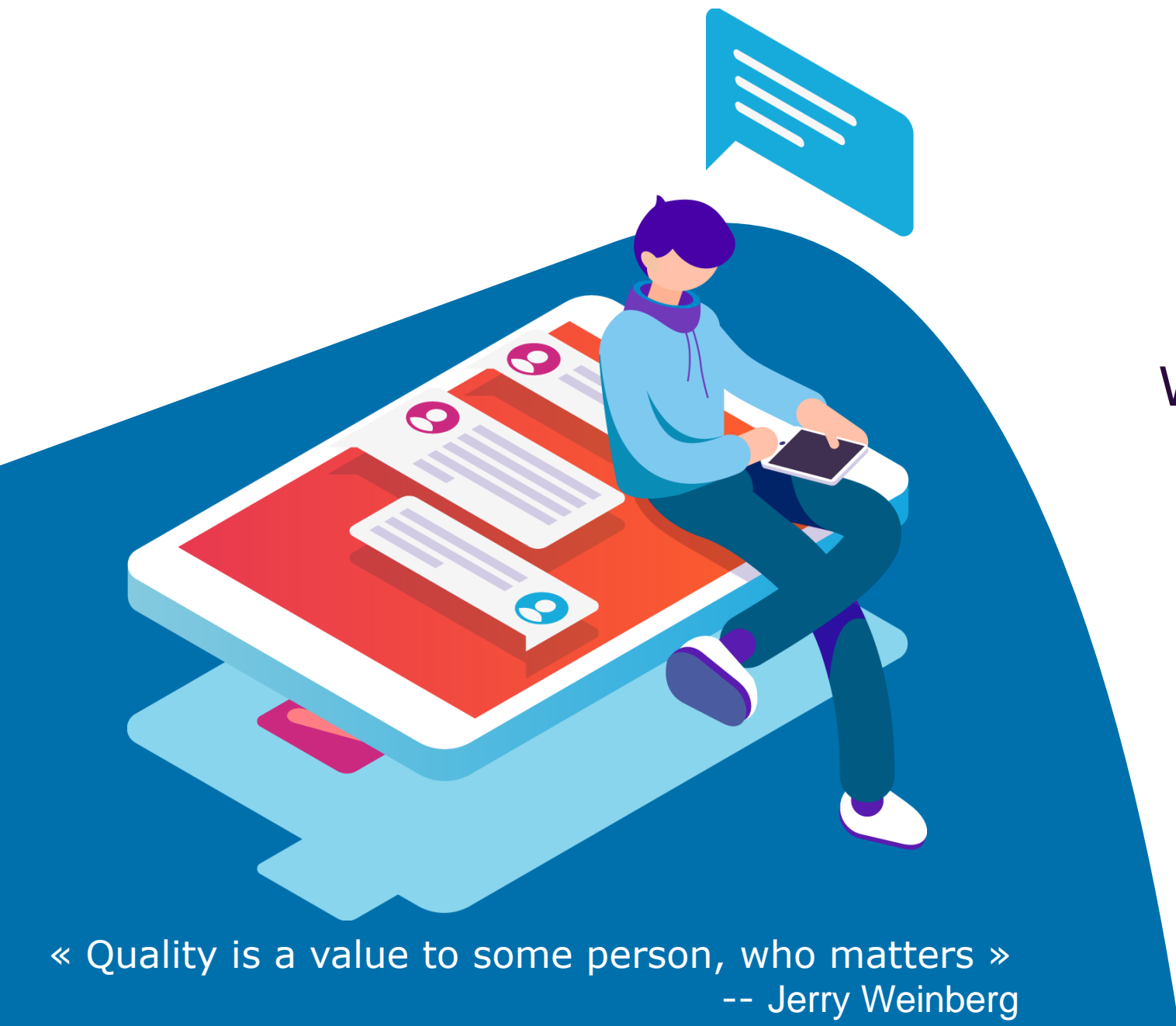
- Instructing
- Giving advice
- Telling what to do

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

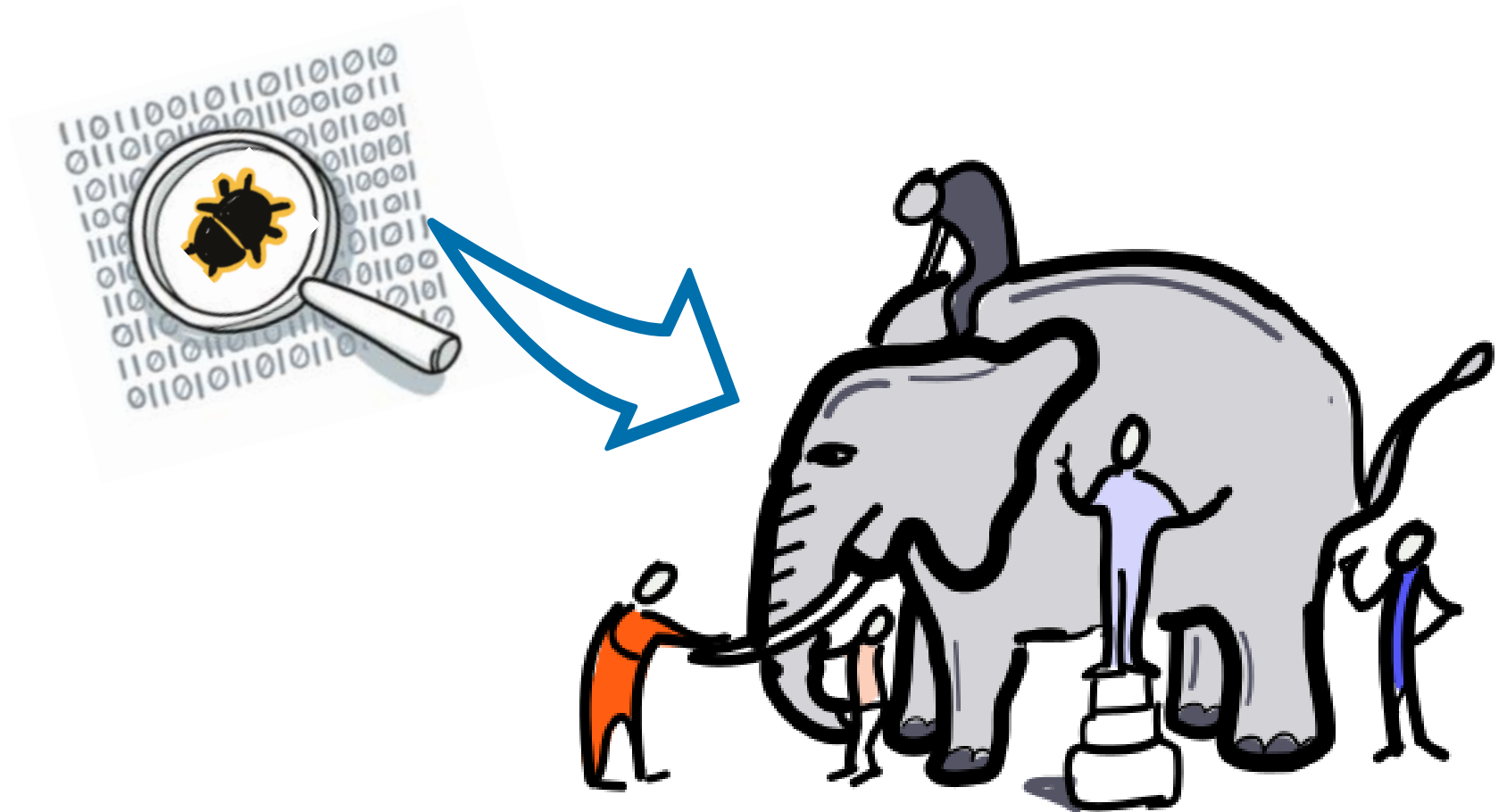


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Quality Coaching



“ 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

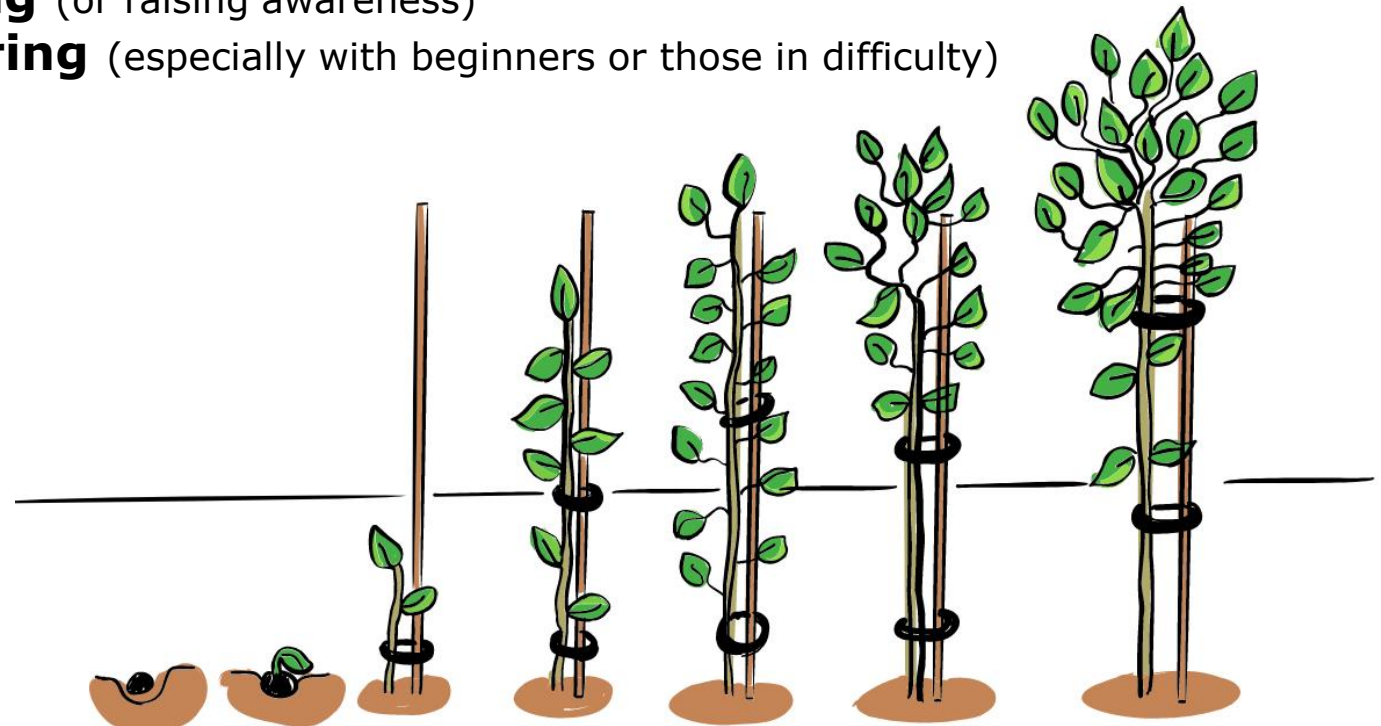


Quality Coaching

“ 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



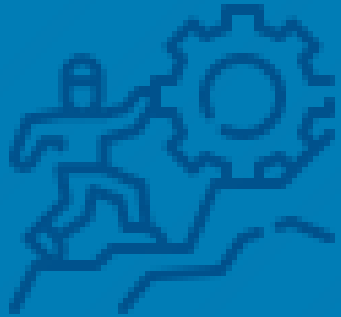
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Quality Coaching **Challenges**



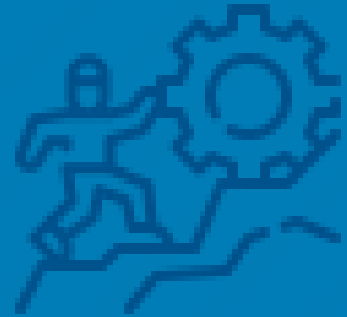
Challenges



“ Agenda: Empty or Exploding ?



Challenges

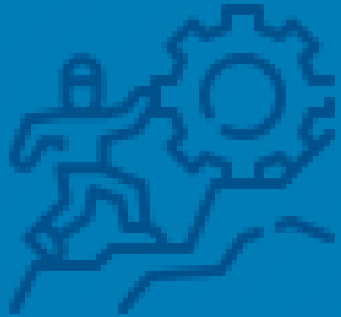


“ Which levels of details is enough ?



Tip : Understand and challenge the expectations of management but especially of the teams you support

Challenges

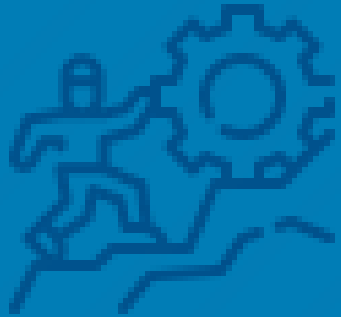


“ Added value takes time



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

Challenges

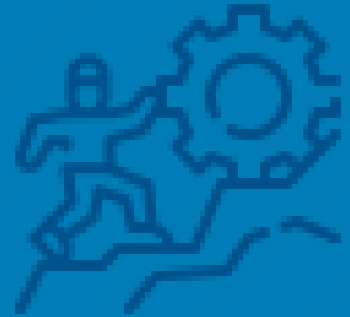


“Mandate and positioning of the role within team(s) and organisation



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

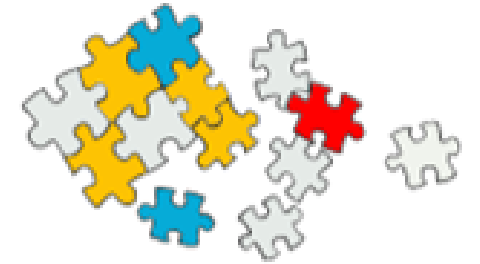
“ Building a Culture of Quality



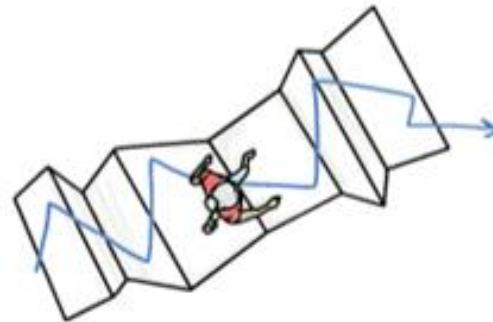
Quality is a whole team responsibility



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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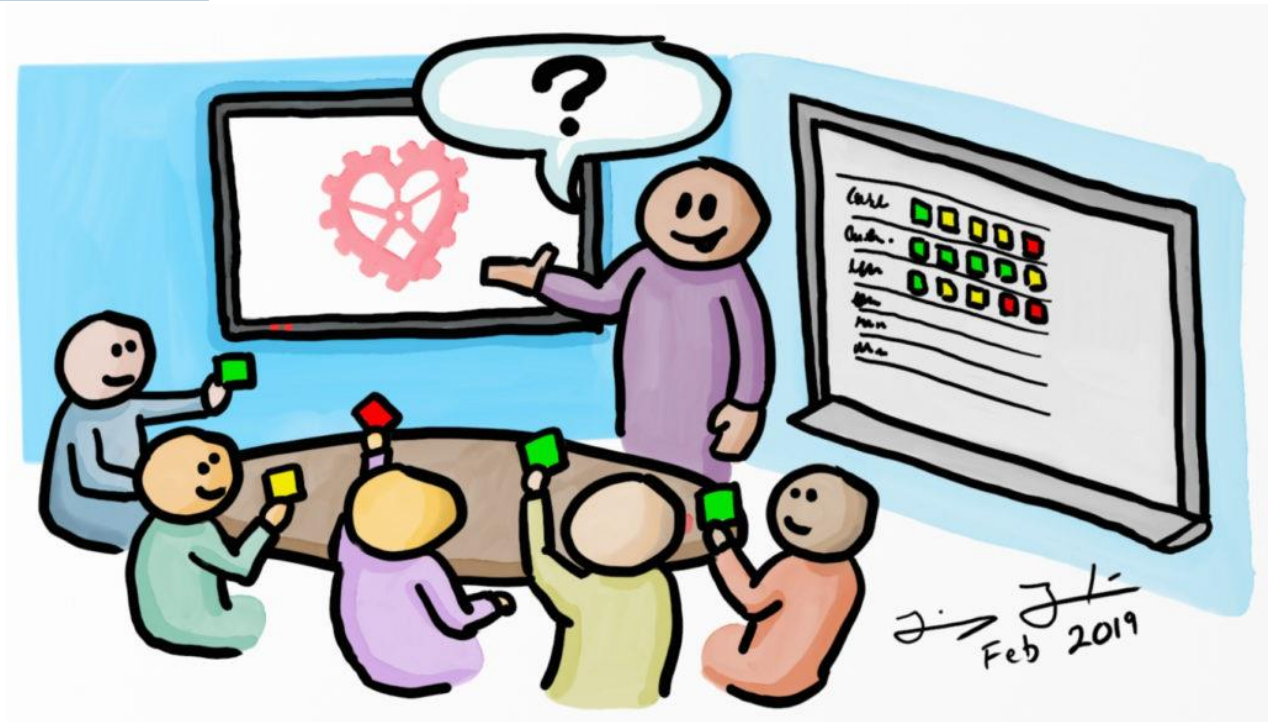
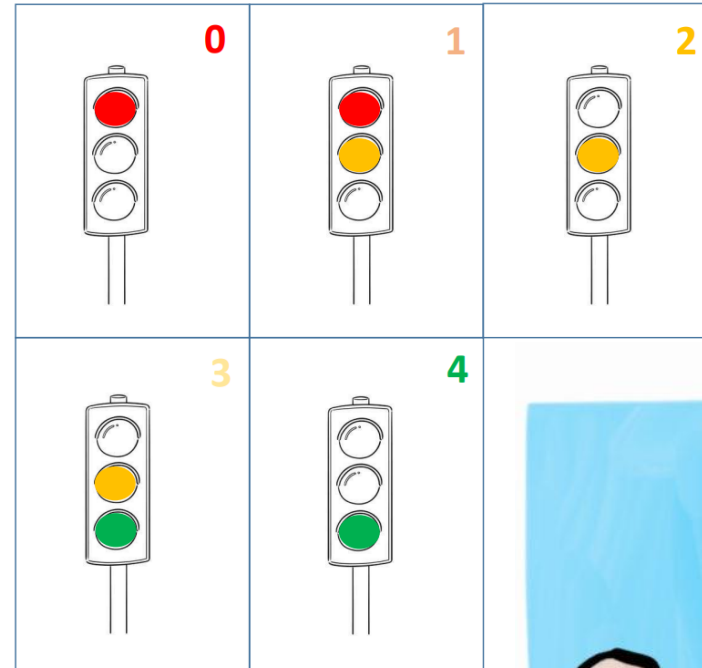
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Quality Coaching **ToolBox**



Practice !!

“ Team Health Check



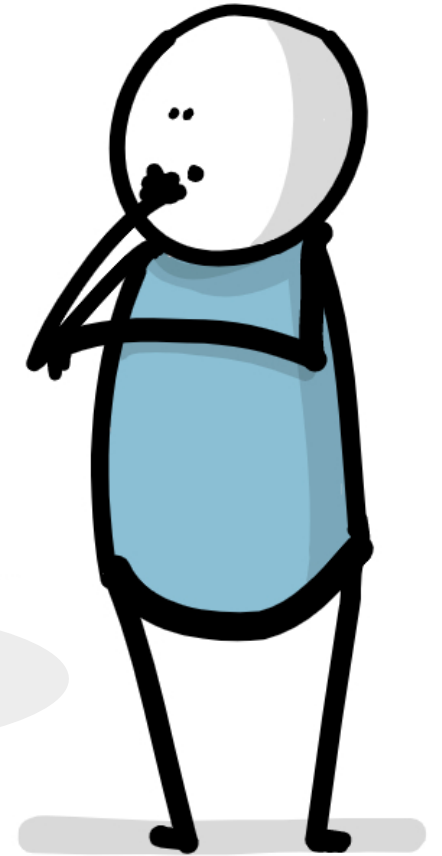
Practice !!

“ 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



Practice !!

“ Soon Funnel



Reference – Anne Marie Charrett



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 judgy-sounding questions with authentically curious, truly open questions.

INSTEAD OF THIS:	TRY THIS:
Did you already try...?	What is your gut telling you?
Why did this make you react that way?	What feels surprising?
Why does this matter so much to you?	Which of your core values is being messed with?
Why did you do that?	What's the driving force here?
Who can do this for you?	If you could wave a magic wand, what one thing would you change?
Why can't you move forward?	What's feeling fuzzy about this?
What if you tried...?	What, deep-down, do you truly want?
Why are you stuck?	What's feeling stuck?
Why are you hesitating?	What's the most likely outcome, and what's the worst possible outcome?
How will you measure success?	What's the #1 most important aspect of this?
Who have you talked to about this already?	What do you need?
How can you have better results next time?	What's in the way?
What's your first/next step?	What, if anything, is going unsaid?
What's your proposed solution?	What's your north star here?
What do you want to change about yourself?	What effect/impact do you want to have?
Why haven't you taken that step yet?	What's holding you back?
How do you know...?	What's your spidey sense telling you?
Why are you feeling anxious?	What's feeling especially significant about this?
Why do you want that?	What do you find motivating?
Why not [this other thing/solution]?	What are you optimizing for?



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Questions ?

Thank You for your attention 😊 !!



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