T4
Personal Development
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Balancing Tech Know-How with Social Skills

Presented by:

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Marcia Buzzella

Independent Consultant

With almost twenty years of experience in the testing industry, Marcia Buzzella enjoys using her knowledge, attention to detail, and inquisitive nature to collaboratively solve problems, set objectives, deliver results, and help others be successful or improve. Marcia's favorite aspect of her job is coaching software test professionals on how to build relationships and improve interactions with project stakeholders regarding testing tasks. Her doctoral thesis research focused on understanding the required soft skills for software testers and how those capabilities influence IT project success.

Balancing Tech Know-How with Social Skills

Dr. Marcia Buzzella

STAREAST – May 2018

2017 VERY IMPORTANT SKILLS

- **72% Communication**
- 67% Functional Automation & Scripting
- 60% Web Technologies
- 56% Security Testing
- 54% General Testing Methodologies

Reference: State of Testing Report 2017 retrieved March 2017 from http://qablog.practitest.com/wp-content/uploads/2017/03/State_of_testing_2017_final_report.pdf

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Communication
Coordination
Interpersonal
Problem-Solving
Organizational
Adaptability
Supportiveness
Teamwork

SOCIAL SKILLS are competencies characterized by **HUMAN INTERACTIONS.**

NEW SKILLS ON THE RADAR

Analytical Skills, Critical Thinking, Skepticism, Self-learning, Leadership, Risk Analysis, Creativity, Diplomacy, Adaptability, Patience

Reference: State of Testing Report 2017 retrieved March 2017 from http://qablog.practitest.com/wp-content/uploads/2017/03/State_of_testing_2017_final_report.pdf

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SUCCESS

By whom?

- Scope
- Budget
- Schedule
- Quality
- Usability

• n. The achievement of something desired.

PROJECT SUCCESS

PERFORMANCE

Social Skills	Technical Skills

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CHALLENGES FACED

- Aggressive Due Dates
- Shrinking Timelines
- Scope Creep
- Ambiguous / Changing Requirements

"Together we can face any challenges as deep as the ocean and as high as the sky."
~Sonia Gandhi

PROJECT FAILURE

PERFORMANCE

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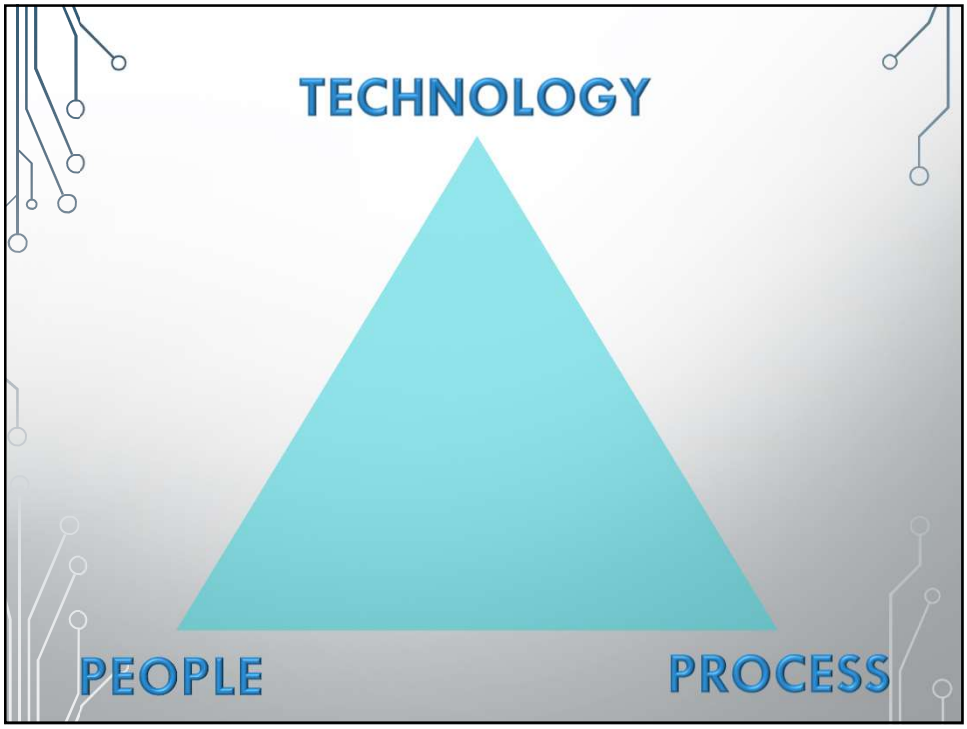

BALANCE BOOSTS PERFORMANCE

SOCIAL SKILLS help:

- Align Expectations
- Promote Trust
- Enable Knowledge Sharing
- Establish Definitions of Success

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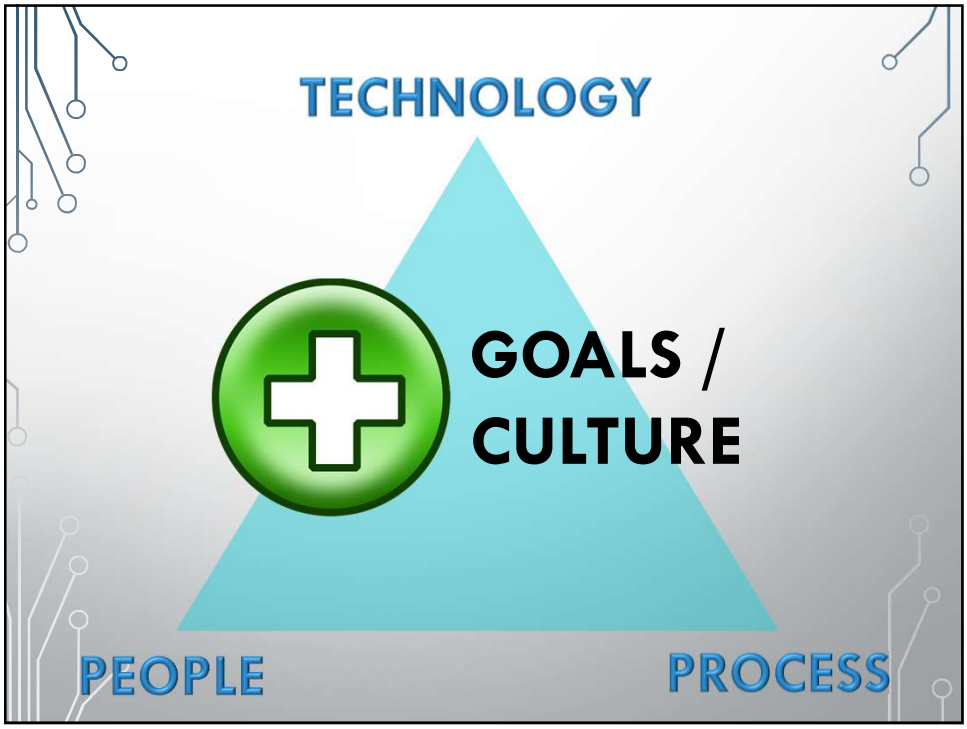

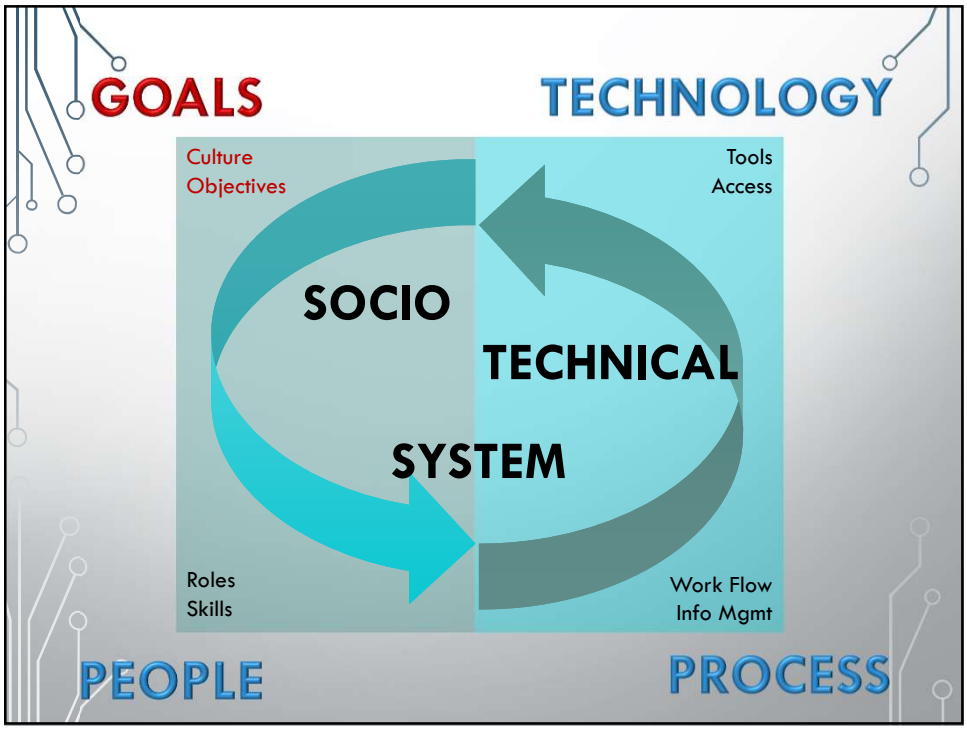

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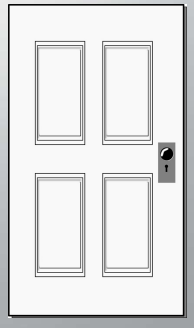
SYSTEMS EVOLVE

- Team Composition
- Desired Goals
- Collective Abilities
- Technological Advancements



ASSESS YOUR SKILLS

Build your AWARENESS (TRUE or FALSE?):

- I listen more than I talk.
- I address issues as they come up.
- I encourage others to share thoughts.
- I communicate my boundaries effectively.

For a list of 20+ Self-Assessment Checkpoints please visit www.MarciaBuzzella.com

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DEVELOPING SOCIAL SKILLS

INDIVIDUALS

- Solicit Feedback
- Set Aside Time to Practice
- Try Something New
- Attend a Training Class

DEVELOPING SOCIAL SKILLS

MANAGERS

- Be Supportive
- Provide Recognition and Feedback (Personalized & Leader/Progress Boards)
- Promote Training Opportunities
- Set Expectations (Interviews & Evaluations)

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Social interactions enable us to **ASSESS** situations and **COURSE CORRECT** in ways machines cannot.

QUESTIONS

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