

# Cognitive Communication (1 day)

Title	Synopsis	Takeaways	Audience
<p><b>Debugging Your Communication</b> <i>Workshop</i></p>	<p>Software doesn't get developed in a vacuum void of social interactions. Each of us bring our own special uniqueness &amp; baggage to work which has a direct impact on our interactions with others.</p> <p>The social aspect of software development brings to the table tricky &amp; intangible problems that trump many technical problems you may come across.</p> <p>So how do we deal with these people problems in order to create the best possible working environment and increase our chances of succeeding?</p> <p>In this session, we are going to walk through <a href="#">Virgina Satir's Interaction Model</a> &amp; how it can help you have more healthy interactions.</p>	<ul style="list-style-type: none"> <li>• An understanding of the different elements of an interaction</li> <li>• Recognising how &amp; where interactions may be going off track</li> <li>• An understanding of the role assumptions paly in communication</li> <li>• Facilitating an interaction that has broken down</li> <li>• Steps to bring an interaction back on track</li> </ul>	<p><b>Programmers + Testers</b></p> <p>(run as a workshop in MoneySuperMarket &amp; BetVictor)</p> <p>(<a href="#">"Was it Something I said?"</a> presented at the <a href="#">BBC Develop Conference 2014</a>)</p> <p>(<a href="#">"The ICEBERG in Testing"</a> presented at <a href="#">Agile North</a> 2015)</p> <p><a href="#">Original article in Testing Circus</a></p>
<p><b>Cognitive Biases and Software Development</b> <i>Workshop</i></p>	<p>Our senses are playing tricks on us, we just don't know it.</p> <p>Our thoughts, decisions &amp; judgements are all being impacted by cognitive biases without us even realising.</p> <p>For example, <a href="#">Inattentional Blindness</a> where we miss a stimulus apparently in plain sight.</p> <p>In this session, we'll walk through some of the most common cognitive biases (aka thinking errors) &amp; together we'll discuss what impact they might have on software development &amp; testing</p>	<ul style="list-style-type: none"> <li>• What are cognitive biases</li> <li>• What impact do they have on the assumptions we make</li> <li>• What impact do they have on our decision making</li> <li>• How do cognitive biases impact our communication</li> <li>• Tips &amp; tricks for overcoming biases</li> </ul>	<p><b>Programmers &amp; Testers</b></p> <p>(run as a workshop for MoneySupermarket &amp; the graduates at the BBC)</p>

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<p><b>Critical thinking &amp; Constructive Questioning</b></p> <p><i>Workshop</i></p>	<p>There are several ceremonies (meetings) in Agile which take us away from writing &amp; testing code. The trade-off is that we can focus on determining what is the right thing to be built is.</p> <p>As developers in this environment, we are lucky to have access to those requesting the software – how do ensure that the time we spend together is well spent?</p> <p>In this session, we will discuss tools, tips &amp; ideas for thinking about &amp; asking the questions that will help us understand the problem we are being asked to solve.</p> <p>We will also discuss some experiments to try out over the following week.</p>	<ul style="list-style-type: none"> <li>• Tips &amp; tools for driving out ambiguity in the stories</li> <li>• Techniques for mitigating cognitive biases</li> <li>• Ensuring you as developers get the most out of the story shaping sessions</li> <li>• Ensuring business stakeholders get the most out of the story shaping sessions</li> <li>• Effective demos &amp; showcases</li> </ul>	<p><b>Programmers + Testers</b></p> <p>(run as a workshop for MoneySupermarket &amp; the graduates at the BBC)</p>

## Total Cost

£900 + VAT