

Cognitive Communication (1 day)

Title	Synopsis	Takeaways	Audience
<p>Debugging Your Communication <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 & 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 & 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 Virginia Satir's Interaction Model & how it can help you have more healthy interactions.</p>	<ul style="list-style-type: none"> • An understanding of the different elements of an interaction • Recognising how & where interactions may be going off track • An understanding of the role assumptions play in communication • Facilitating an interaction that has broken down • Steps to bring an interaction back on track 	<p>Programmers + Testers</p> <p>(run as a workshop in MoneySuperMarket & BetVictor)</p> <p>("Was it Something I said?" presented at the BBC Develop Conference 2014)</p> <p>("The ICEBERG in Testing" presented at Agile North 2015)</p> <p>Original article in Testing Circus</p>
<p>Cognitive Biases and Software Development <i>Workshop</i></p>	<p>Our senses are playing tricks on us, we just don't know it.</p> <p>Our thoughts, decisions & judgements are all being impacted by cognitive biases without us even realising.</p> <p>For example, Inattentional Blindness 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) & together we'll discuss what impact they might have on software development & testing</p>	<ul style="list-style-type: none"> • What are cognitive biases • What impact do they have on the assumptions we make • What impact do they have on our decision making • How do cognitive biases impact our communication • Tips & tricks for overcoming biases 	<p>Programmers & Testers</p> <p>(run as a workshop for MoneySupermarket & the graduates at the BBC)</p>

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<p>Critical thinking & Constructive Questioning</p> <p><i>Workshop</i></p>	<p>There are several ceremonies (meetings) in Agile which take us away from writing & 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 & ideas for thinking about & 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"> • Tips & tools for driving out ambiguity in the stories • Techniques for mitigating cognitive biases • Ensuring you as developers get the most out of the story shaping sessions • Ensuring business stakeholders get the most out of the story shaping sessions • Effective demos & showcases 	<p>Programmers + Testers</p> <p>(run as a workshop for MoneySupermarket & the graduates at the BBC)</p>

Total Cost

£900 + VAT