THE COMMUNICATION GAME

#AGILE2016

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Let’s start by playing the game...

- Take a picture from the pile.
- DO NOT SHOW your picture to ANYONE (only describe verbally).
- Put yourselves in order!
THE CHALLENGES OF VERBAL COMMUNICATION

How did that feel?
Other forms of Communication
Emails

ToDo | InProg | Done

boards

Chat apps

... etc...
As a

So that

I went

Then

Given

When
**WRITTEN COMMUNICATION CHALLENGE**

Pair up into groups of 2

**PRODUCT OWNER**

**PART 1** (5 mins)
TRANSLATE THE IMAGE INTO A SET OF WRITTEN REQUIREMENTS

**PART 2** (5 mins)
TAKE THE IMAGE BUT LEAVE THE REQUIREMENTS - WAIT AT THE BACK!

**PART 3** (5 mins)
COME BACK IN AND REVIEW THE DRAWING WITH THE ORIGINAL

**DEVELOPER**

**PART 1** (5 mins)
WAIT AT THE BACK OF THE ROOM WHILE THE REQUIREMENTS ARE BEING WRITTEN

**PART 2** (5 mins)
SWAP PLACES AND USE THE REQUIREMENTS TO DRAW THE IMAGE

**PART 3** (5 mins)
PAIR BACK UP AND REVIEW THE DRAWING WITH THE ORIGINAL
VISUAL Communication
Here's an example of my model to describe **Testing & Checking**.
Here's an example of my model to describe **Testing & Checking**

**Information**

- **Testing Activities** (Investigative)
- **Checking Activities** (Scripted)

**Human**

**MACHINE**

- Assists
- Uncovers
- Enables
- Requirements
- Design
- Product

**Context**

*Human* information informs *Machine* activities, which confirms information.

*Machine* activities inform *Testing* activities, which uncovers requirements and design product, enabling checking activities, which confirm information.
THE MODEL IS A VISUAL EXAMPLE OF COMMUNICATING AN IDEA.
VISUAL COMMUNICATION CAN SOLVE MANY COMMUNICATION PROBLEMS

- THE COMMUNICATION GAME
- THE WRITTEN COMMUNICATION CHALLENGE
- WHITEBOARDING
- MODELS
- LEGO
- ...
PASSIVE LISTENING

I could call him a rude word right now and he wouldn't know...

hello? Are you listening?

Sure...
ACTIVE LISTENING

I'm all ears!
great!
ACTIVELY LISTEN TO THE AUDIO RECORDING...

HINT: THERE WILL BE QUESTIONS..
TRUE or FALSE

1. The city was called Bung
2. The city was ruled by an old King, who could no longer walk
3. The castle was in the centre of the city
4. The stranger wanted to be made King in return for killing Groga.
5. The king offered the stranger a great fortune instead
6. Gwendolyn mixed a potion, which she poured into a green bottle
7. Groga had killed many men before

ANSWERS...

1. FALSE: The city is called Glum. The kingdom was called Bung.
2. FALSE: We are not told the King’s age.
3. TRUE
4. FALSE: We don’t know if the stranger is even a man, so we don’t know if he/she would be a king or a queen. And, the stranger only asks for the crown – and doesn’t specifically state he/she wants a title, or even power.
5. FALSE: The King offers the stranger half of all the gold in treasury. We aren’t told how much gold is there – maybe none!
6. TRUE
7. FALSE: We don’t know whether Groga had killed anyone before. All we know is that those sent to kill her had not returned. Perhaps they had a change of heart and left the kingdom?

How did you do?
Communication is hard...

- Use active listening.
- Be aware, and use different methods.
Before you speak... THINK!
T - is it true?
h - is it helpful?
i - is it inspiring?
n - is it necessary?
k - is it kind?
THANK YOU!

PLEASE SUPPLY YOUR FEEDBACK!

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