

# Testing – a dangerous profession?

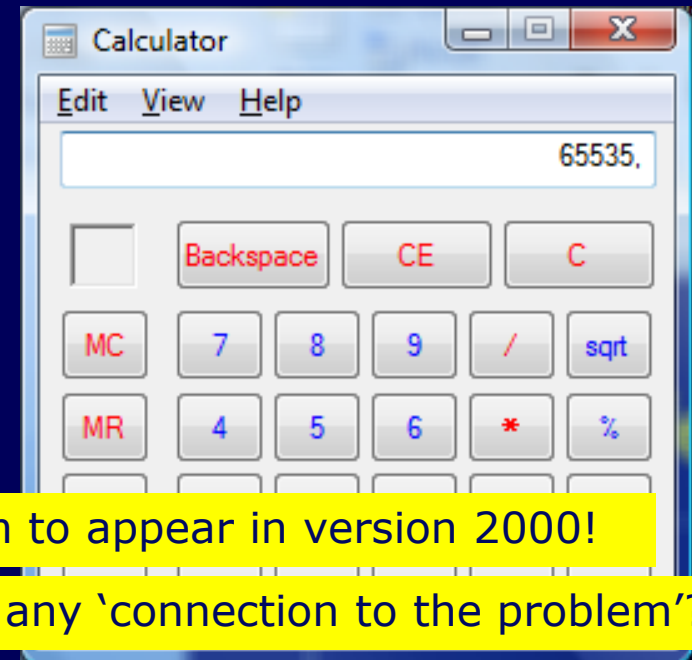


Morten Hougaard



## To calculate and round or not to calculate and round :0)

	A	B	C	D	E
1			A x B	C x 2	D / 2
2	850,000	77,000	65450,000	130900,000	65450,000
3	850,000	77,100	100000,000	131070,000	100000,000
4	850,000	77,200	65620,000	131240,000	65620,000
5					
6	10000,223				
7	20000,223				
8	30000,223				
9	40000,223				
10	50000,223				
11	60000,223				
12	70000,223				
13	80000,223				
14	90000,223				



This 2007 version problem, does not seem to appear in version 2000!

65535 = FFFF (hex) – any 'connection to the problem'?

This version 2007 problem, does in fact also appear in version 2000





## A stress-test

- In a short while you will see a picture of 2 identical dolphins.
- This picture was used during an experiment at St. Mary's Hospital in London.
- Look carefully at both dolphins, jumping the water. As mentioned, the dolphins are identical.
- A closely followed scientific experiment, showed that even due to the fact that the dolphins are fully identical, persons hit by stress will notice some differences between the two dolphins.
- Heavily stressed persons will be able to observe quite some differences.
- Now carefully look at the image and try to see for yourself (whether or not you are able to notice one or two differences).
- If this is the case, you really ought to contact a stress-coach :0)





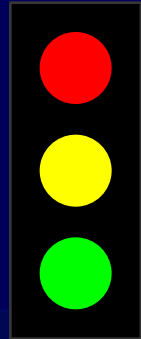








## A real stress-test



### 1) Fill out

Answer 'no' if your symptoms are surely not caused by stress.

TEST YOUR STRESS LEVEL		YES	NO
1	Do you sleep badly at night?		
2	Are you more irritable than usual?		
3	Do you sometimes drive or walk in the direction you usually go, although you need to go another way?		
4	Are you more absent-minded than usual?		
5	Do you experience palpitations regularly?		
6	When you are under pressure, does your mouth dry out?		
7	Are you restless?		
8	Do you use stimulating substances daily? (Alcohol, drugs etc.)		
9	Are your feet cold although it is not really cold?		
10	Do you feel a need to pee although you do not really have to go?		
11	Are you more easily moved to tears than usual? (Particularly women)		
12	When under pressure, do you sweat?		
13	Are you irritable? Can you handle everything?		
14	Do you experience unexplained pains?		
15	Do you suffer from gastric (digestive) troubles?		
16	Are you more silent and withdrawn than usual? (Particularly men)		
17	Do you feel an 'inner resistance' towards some of your doings? (Find it hard to make an effort)		
18	Do you suffer from menstruation disorders? (Women only)		
19	Are you more forgetful than usual?		
20	Are you more aggressive than usual (short-tempered)?		
21	Do you have butterflies in your stomach?		
22	Do you feel your stomach or chest tightening?		
23	Do you experience racing thoughts?		
24	Do you experience a lack of sex drive?		
25	Do you experience tics and twitches?		
26	Do you drink more stimulating drinks (coffee, cola, energy drinks etc.) than usual?		
27	Has your eczema (or other diseases) flared up?		
28	Are you more fatigued than usual?		

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### 2) Turn

**PRETTYGOODSTRESSCOACHING®**

**Stress Test Instructions**

- Answer 'yes' or 'no' to all questions in the opposite questionnaire.
- Count how many red, yellow and green questions to which you have answered 'yes'.

**Red signals are never OK!**  
 Due to stress, your body and mind are out of balance. You lose track of things, and you lack creativity and efficiency. It is important that you take measures to relieve your stress. Red signals never appear without reason. However, a symptom may not be caused by stress exclusively. Seek professional help if you have three or more red signals.

**Occasional yellow signals are OK**  
 It is OK to 'go through a yellow light' every now and again if you are doing something important. Do not do it too often, though, and notice if you answered 'yes' to many yellow questions. After a period with yellow signals, you need to relax and 'empty your brain'. It is important that you let your body and brain fully recover.

**Green signals are OK**  
 You are experiencing 'instant stress', which is quite alright. Although, if the green signals continue, yellow and red signals will start flashing.

For detailed result and more information, go to [www.PrettyGoodStressCoaching.com](http://www.PrettyGoodStressCoaching.com)

This test is developed by stress expert Bjørn Toftegaard, PhD, in collaboration with PrettyGoodStressCoaching®.

**StressCare – preventing occupational stress**  
 The StressCare concept is developed by Jesper Skytte in collaboration with PrettyGoodStressCoaching®.

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### 3) Fold & check

Answer 'no' if your symptoms are surely not caused by stress.

OUR STRESS LEVEL		YES	NO
	Do you sleep badly at night?		
	Are you more irritable than usual?		
	Do you sometimes drive or walk in the direction you usually go, although you need to go another way?		
	Are you more absent-minded than usual?		
	Do you experience palpitations regularly?		
	When you are under pressure, does your mouth dry out?		
	Are you restless?		
	Do you use stimulating substances daily? (Alcohol, drugs etc.)		
	Are your feet cold although it is not really cold?		
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	Do you have butterflies in your stomach?		
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	Do you experience tics and twitches?		
	Do you drink more stimulating drinks (coffee, cola, energy drinks etc.) than usual?		
	Has your eczema (or other diseases) flared up?		
	Are you more fatigued than usual?		

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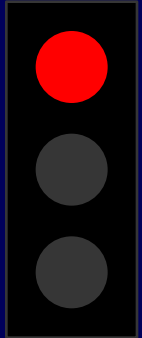






## Some RED stress-signals

- More forgetful or absent-minded
- Becoming aggressive
- Eczema, headache and migraine
- Unexplainable other pains
- Sickneses worsening (getting worse)
- Becoming less social
- Increased consumption of stimulates (alcohol, coffee, softdrinks etc.)
- Digestion- and stomach-problems
- Menstruation-problems (women)
- Lack of recognition of own stress



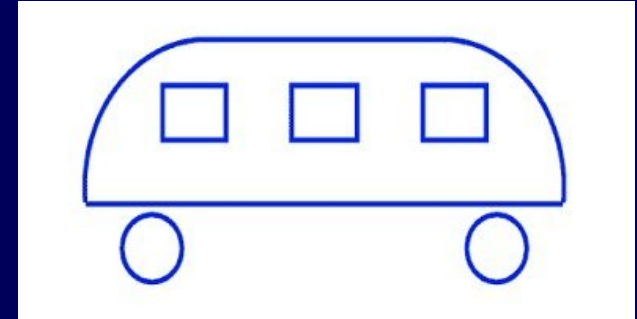






## Testers are critical & 'out-of-box' thinking

- But are they clever than a 6-year old child?
- Does the bus, in the picture shown, leave going left or right?
- Look carefully – think – and make your choice!
- The same picture was shown to a Kindergarten 'class'
- The 'class' was asked the same question:
- 90% of the children suggested "*the bus will leave...going...*"
- When asked why – They answered:
- "*Because...!*"



## Stress, depression and burnout – in the real world

Dangerously stressed employees tries to hide their situation  
– because it feels embarrassing and shameful to `give in`!

- Conscious and dutiful, engaged and very loyal people – with a tendency to perfectionism!
- Strong inner boss and at the same time proud, so that they often find it very difficult to admit their own weaknesses!
- Ashamed of themselves!
- Like fast-running engines, with insufficient oil!
- Experts in hiding their situation!
- Stress can become deadly serious!
- Good friends and social networks replaced by fast-food and drinks!

- Kurt Kørner, Chief psychologist at Danfoss – 2006



## Agile Development, threat, challenge...or opportunity?

### Manifesto for **Agile Software Development:**

- We are uncovering better ways of developing software by doing it and helping others do it.
- Through this work we have come to value:

Individuals and interactions over processes and tools  
Working software over comprehensive documentation  
Customer collaboration over contract negotiation  
Responding to change over following a plan

That is, while there is value in the items on the right, we value the items on the left more.

No processes!?

No documentation!?

No contracts!?

No requirements!?

No plans!?

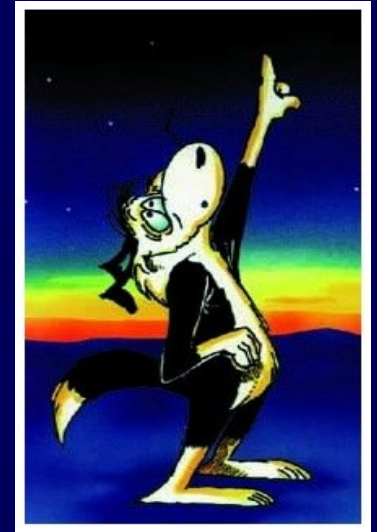
## A few words on Perfectionism

Is perfectionism harmful and destructive?

Is perfectionism helpful and constructive?

Two major views:

- **Uni-dimensional view:**  
All perfectionism is neurotic and unhealthy
- **Multi-dimensional view (in most research work):**  
High standards, high levels of organisation, strive for excellence  
(perfectionism is an energy to be channelled not a malady to be cured)



*MPS (multi-dimensional perfectionism scale) by Hewitt and Flett*





## Depressing jobs? Not if speaking the risk-language



1. *"Testers are negative and hold a depressing job. It's almost like a parody of a Greek myth:*

*On the island of the testers, they were doomed forever to search for what could not and should not exist, knowing that to succeed would bring misery to the Gods"*

- Cem Kaner, James Bach and Bret Pettichord – [Lessons Learned in Software Testing](#)

2. It is essential that testers and test managers both understand and speak the risk-language:
  - a. *Testing is never perfect nor does it finish...it just stops!*
  - b. *Test plans will be squeezed and the number of risks will increase! You are responsible for passing on this message without becoming frustrated about it!*
  - c. *Test management is about ensuring that, at any time, you have used the available resources and done the best testing possible!*

*It's as simple as that!*

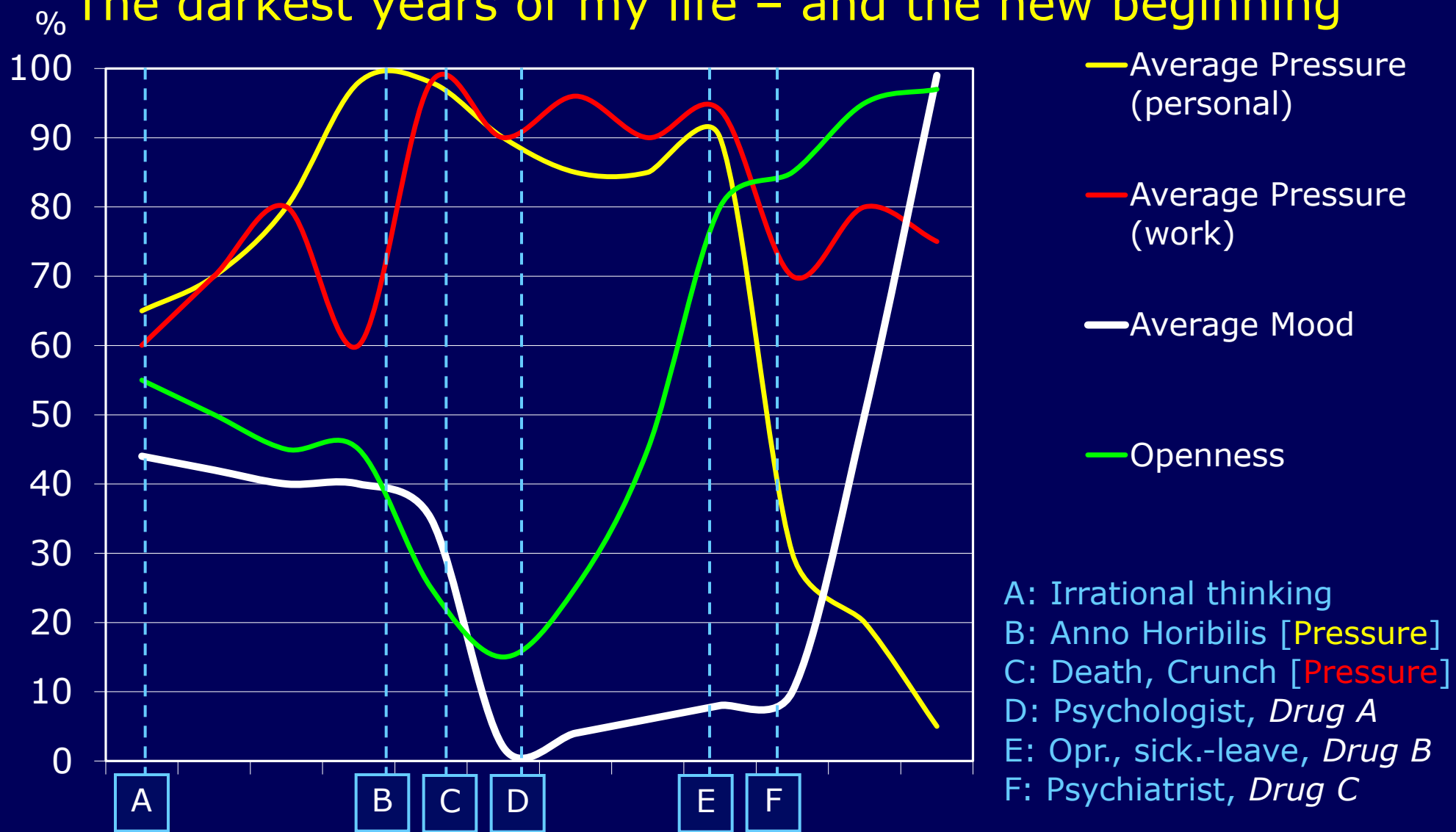
## Some major symptoms of a depression

...several of these symptoms must be present for several months...If so, have yourself a talk with your physician!

- Sadness and a feeling of emptiness and worthlessness
- Lack of joy or enthusiasm
- Lack of concentration and memory
- Tiredness, sleeplessness and hesitation
- Physical symptoms, such as headache or stomach ache etc.
- Anxiety, self-reproach and self-hatred
- Feeling of guilt and thoughts focused around death

It is however, quite normal to experience a few of these once a while and for a shorter period of time (we all do)!

# The darkest years of my life – and the new beginning



## Depression – diagnosis and treatment

- Depression is diagnosed by means of a questionnaire and a thorough talk with a physician or psychiatrist
- Depending on the severity of the depression, either therapy, medication or a combination of these is recommended
  - a. Cognitive therapy (dealing with irrational thinking)
  - b. Anti-depressives
- The sooner the treatment is initiated, the faster the sick person will recover, and the less the risk of relapse!

When I hear somebody sigh,  
"Life is hard," I am always tempted to ask,  
"Compared to what?"

- Sydney J. Harris



# The wonderful but challenging world of Medical Devices

US FDA/CDRH: Class I Medical Device Recalls - LifeScan, Inc. Blood Glucose Meters - Windows Internet Explorer

http://www.fda.gov/cdrh/recalls/recall-041105.html

FDA U.S. Food and Drug Administration Department of Health and Human Services  
 CENTER FOR DEVICES AND RADIOLOGICAL HEALTH  
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FDA > CDRH > [Medical Device Recalls](#) > Class I Recall - LifeScan, Inc. Blood Glucose Meters

## Medical Device Recalls

### Class I Recall: LifeScan, Inc. Blood Glucose Meters

<b>Date Recall Initiated</b>	April 11, 2005
<b>Product:</b>	LifeScan blood glucose meters: OneTouch mail order channels. Distribution of the product is limited to registered users).
<b>Use:</b>	Shipments of test strips for these products. Blood glucose meters are used by patients for management in the home or clinic.
<b>Recalling Firm:</b>	LifeScan, Inc. 1000 Gibraltar Drive Milpitas, California 95035-6301
<b>Reason for Recall:</b>	From the beginning of 2004 through 2005, LifeScan set to the incorrect unit of measurement for its OneTouch blood glucose meters. Incorrect measurement settings may result in users <b>misinterpreting their blood glucose results</b> . All three affected meter systems were originally designed to allow

Class I recalls are the most serious type of recall and involve situations in which there is a reasonable probability that use of the product will cause serious injury or death!

Normal BS range for non-diabetics = 4.5 mmol/L to 6.5 mmol/L  
 Normal BS range for diabetics = 4.0 mmol/L to 10 mmol/L  
**2.0 mmol/L = 36 mg/dL**  
 2.0 mmol/L : Extremely low (a diabetic needs lots of sugar)  
 36 mmol/L : Extremely high (a diabetic needs lots of insulin)

## Some very common words of advice

..even though these words are holding a bit of the truth, they are impossible to grasp if in the midst of a depression!

- If I were you, then I would...
- Start strengthening your creative sides or get yourself a hobby
- Physical activities are said to be good for psychological problems
- Avoid using 'wonder-drugs'. They are dangerous to your health
- It's important to get out of your house and meet other people
- You really should get yourself an education (or a job)
- Remember to stay joyful at the smaller things in life
- You just have to stop being so concerned about yourself
- Still depressed?! Everybody has a bad day once a while!



## The wrong belief behind many 'good pieces of advice'

...it's really the person's own fault, so this person needs to shape up!

- Remember, it's neither childhood, parents nor current problems that have directly led to this sickness!
- Depression is no one's fault, and nor does it have any simple psychological explanation!
- If the sick person is in the midst of his depression, it is simply impossible for him to 'just shape up'!
- One thing the sick person doesn't need:
  - Further feeling of guilt and bad conscience, he's probably already fed up with this! Don't forget, when it comes to providing guilt and bad conscience...  
...you are dealing with an expert!

Actualization

Esteem

Love/belonging

Safety needs

Physiological needs

Remember Maslow?









## Time for questions and comments

Thank you for listening and participating

Testing – a dangerous profession, version 7.0 [pdf]:  
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Free no-registration online Stress Test at:  
[www.PrettyGoodTesting.com](http://www.PrettyGoodTesting.com) (Links & Papers)

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