

Expert Level Test Management – Managing the Test Team Course

Course Duration: 40 Hrs.

Course Code: EL-TM-MTT

Course Overview

The **Expert Level Test Management – Managing the Test Team** course is designed for senior testing professionals who are responsible for leading, coaching, and managing large or complex test teams. This course focuses on the human and organizational aspects of test management, enabling participants to build high-performing teams, handle stakeholder expectations, and drive continuous improvement in testing practices. It aligns with expert-level competencies required to manage people, processes, and quality outcomes in modern software development environments.

What You'll Learn?

By the end of this course, you will be able to:

- Build and lead high-performing test teams
- Define roles, responsibilities, and career paths for testers
- Apply leadership and motivational techniques in testing contexts
- Manage distributed, remote, and cross-functional test teams
- Resolve conflicts and manage performance issues effectively
- Coach, mentor, and develop testing professionals
- Align test team objectives with organizational goals

Target Audience

This course is intended for:

- Senior Test Managers and Test Directors
- QA Managers and Heads of Quality Assurance
- Test Practice Leads and Delivery Managers
- Agile Test Managers and Release Managers
- Experienced testing professionals aspiring to expert-level roles

Pre-Requisites

Participants should meet the following requirements:

- ISTQB Advanced Level Test Manager certification (CTAL-TM) or equivalent experience
- Significant hands-on experience in test management
- Experience leading or managing test teams
- Strong understanding of testing processes and quality management

Course Content

Module 1: Test Leadership and Management Foundations

- Leadership styles and management approaches
- The role of the expert test manager
- Ethical and professional considerations

Module 2: Building and Structuring Test Teams

- Defining roles, responsibilities, and competencies
- Team structures for traditional and agile environments
- Workforce planning and resource allocation

Module 3: Motivating and Coaching Test Professionals

- Motivation theories applied to testing
- Coaching, mentoring, and knowledge sharing
- Developing individual and team capabilities

Module 4: Performance Management and Conflict Resolution

- Setting performance objectives and KPIs
- Providing feedback and conducting evaluations
- Managing conflicts and difficult situations

Module 5: Managing Distributed and Cross-Functional Teams

- Challenges of remote and global test teams
- Communication and collaboration strategies
- Cultural and organizational considerations

Module 6: Continuous Improvement and Organizational Influence

- Driving continuous improvement initiatives
- Measuring team effectiveness and maturity
- Influencing stakeholders and organizational change