



Open Source Resilience and Growth

Creating Communities that Thrive

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International Relations and
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Presentation Overview

Resilience & Growth

Opportunities for KDE

Community Enablement Through
Collaborative Communication

Resilience and Growth

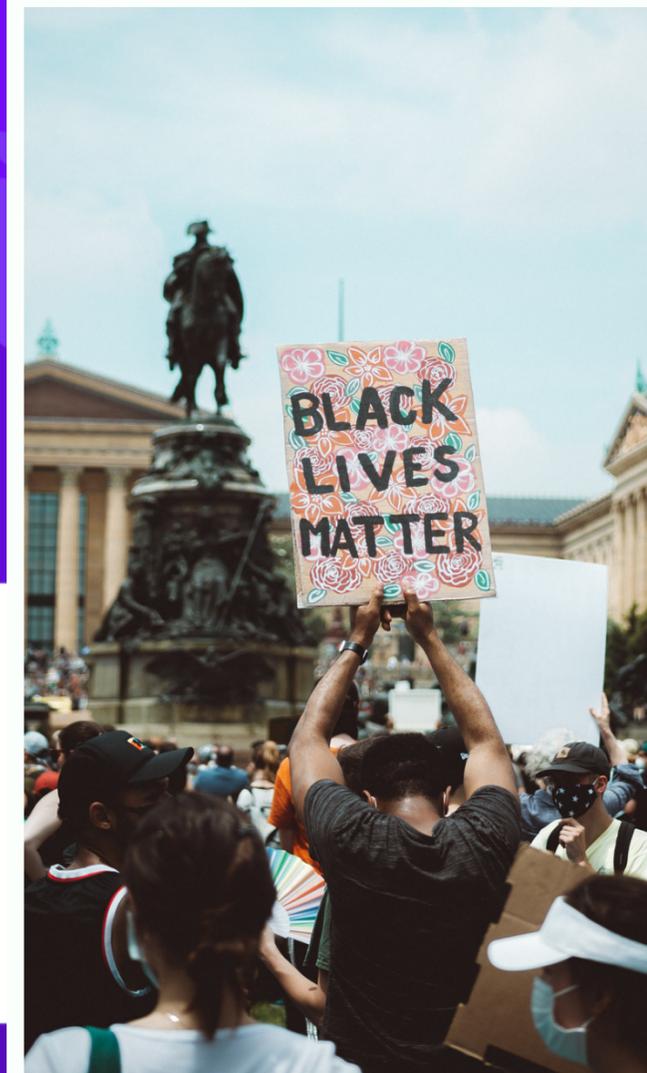
Challenges in 2020 have affected all aspects of our life, including our open source communities.

Crazy things happened in 2020.

Pandemic, fires, BLM, the mass unemployment.

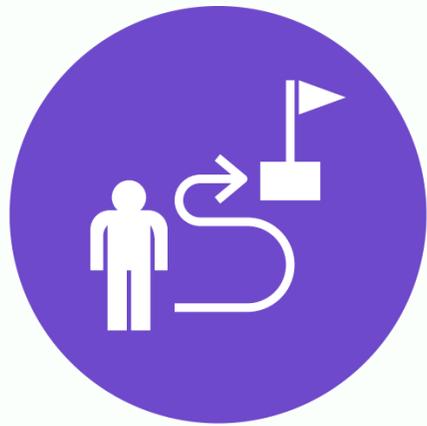
In our OSS orgs, a lack of in-person events changed things.

Hackathons / sprints vital to progress and the human connection suffered.



Resilience enables growth

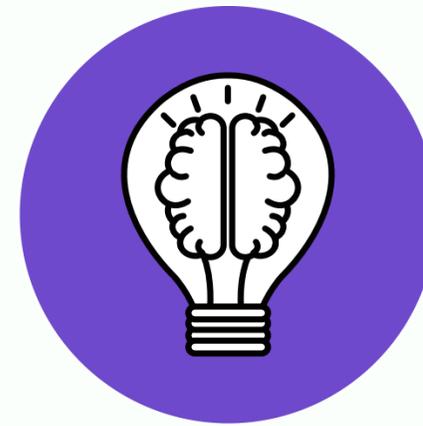
Increasing resilience takes time and intentionality building each of these four focus areas.



Meaning



Wellness



Healthy Thinking



Connection

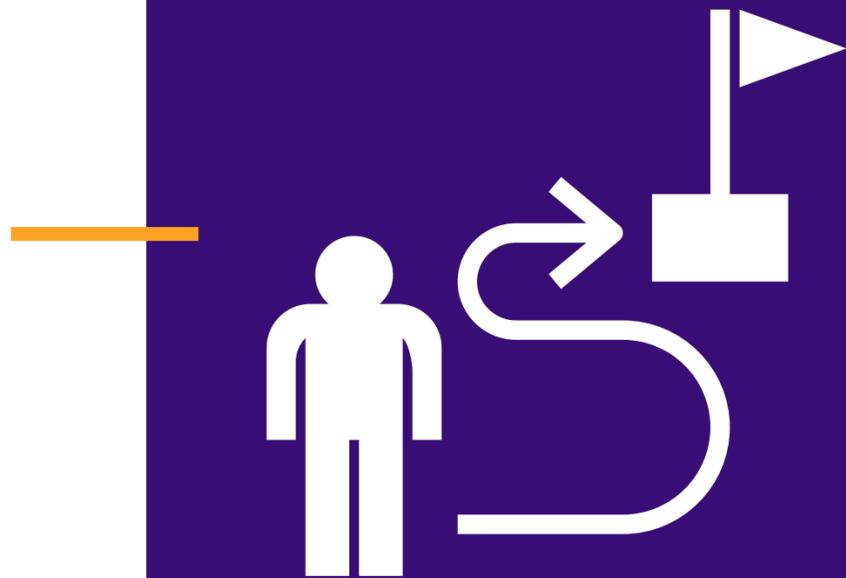
Further reading: <https://www.apa.org/topics/resilience>

KDE AND THE FOUR RESILIENCY FACTORS

*Opportunities for growth during these
challenging times*



Meaning



KDE's Vision

A world in which everyone has control over their digital life and enjoys freedom and privacy.

<https://community.kde.org/KDE/Vision>

Mission Statement

Provides in-depth information on how KDE plans on achieving its vision.

<https://community.kde.org/KDE/Mission>

Opportunity: Brand, Marketing, and Community

“Storytelling is the most powerful way to put ideas into the world today.”

— Robert McKee, Author

Wellness



Measuring the KDE community's health

What do we measure and how do we do it?

People want to know more about the open source projects they are engaged with.

Companies need to easily understand the value of the project and the impact that their own contributions make.

Open source foundations like KDE want to evaluate the impact of their work as they respond to community needs.

Opportunity: Measuring our success

The CHAOSS project develops metrics, practices, and software for making open source project health more understandable

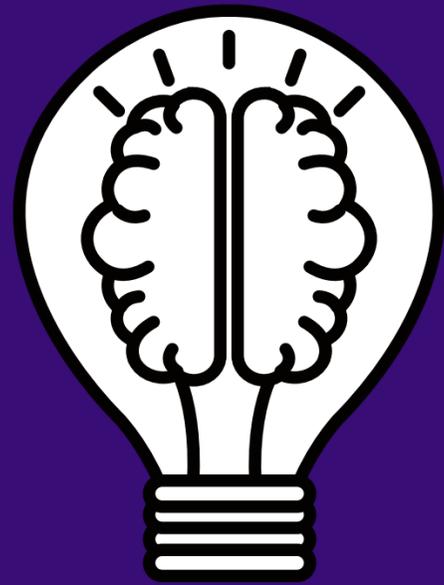
KDE and GNOME are collaborating on creating a set of metrics for their foundations.

"App Ecosystem" working group at CHAOSS

<https://chaoss.community/participate/>



Healthy Thinking



Policies and programs

KDE's mission statement includes:

“To promote the development of Free and Open-Source Software:

KDE maintains a diverse, inclusive and safe community”

Paid staff. Mature organizations invest in staff to support and grow the community.

Sustainability should be considered from a FOSS ecosystem point of view. Collaborate with others!

Do you know about Sustain OSS?

<https://sustainoss.org/>

Opportunity: A broader set of skills and diversity in open source

Let's think beyond what's currently counted as a non-code contribution and where that contribution may come from.



Sales & Business Development

Someone who is interested in gaining or using these skills may be interested in...



OSS: Fundraising, partnerships

Both of these things require you to pitch the value of the open source community / project and require you to develop your communication and negotiation skills, among other things

HR & People

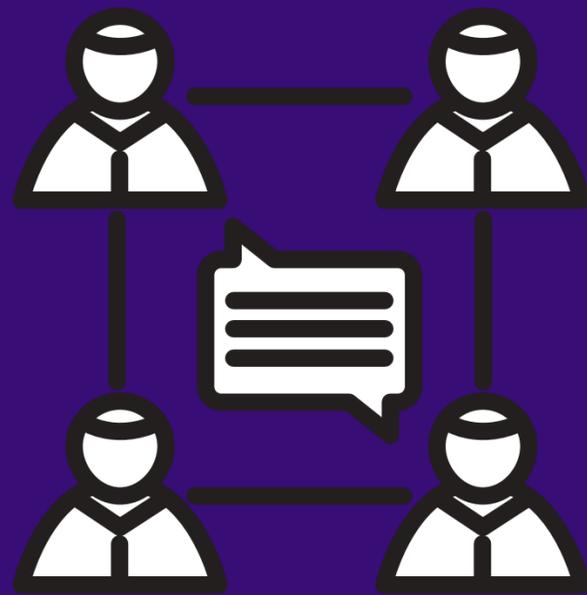
Someone who is interested in gaining or using these skills may be interested in...



OSS: Engagement, Board of Directors, newcomers initiatives

We need people who want to make the community awesome. Opportunities include working on or starting newcomers initiatives and lowering the barrier of entry, as well as retention. Can also help with community communication practices.

Connection



People focused programs

Social events at conferences are essential!

Escape Room & Pub Quiz at Akademy 2020:

- <https://akademy.kde.org/2020/escape-room>

- <https://akademy.kde.org/2020/pub-quiz>

Keep having regular social events, keeping in mind the global community.

Onboarding initiatives

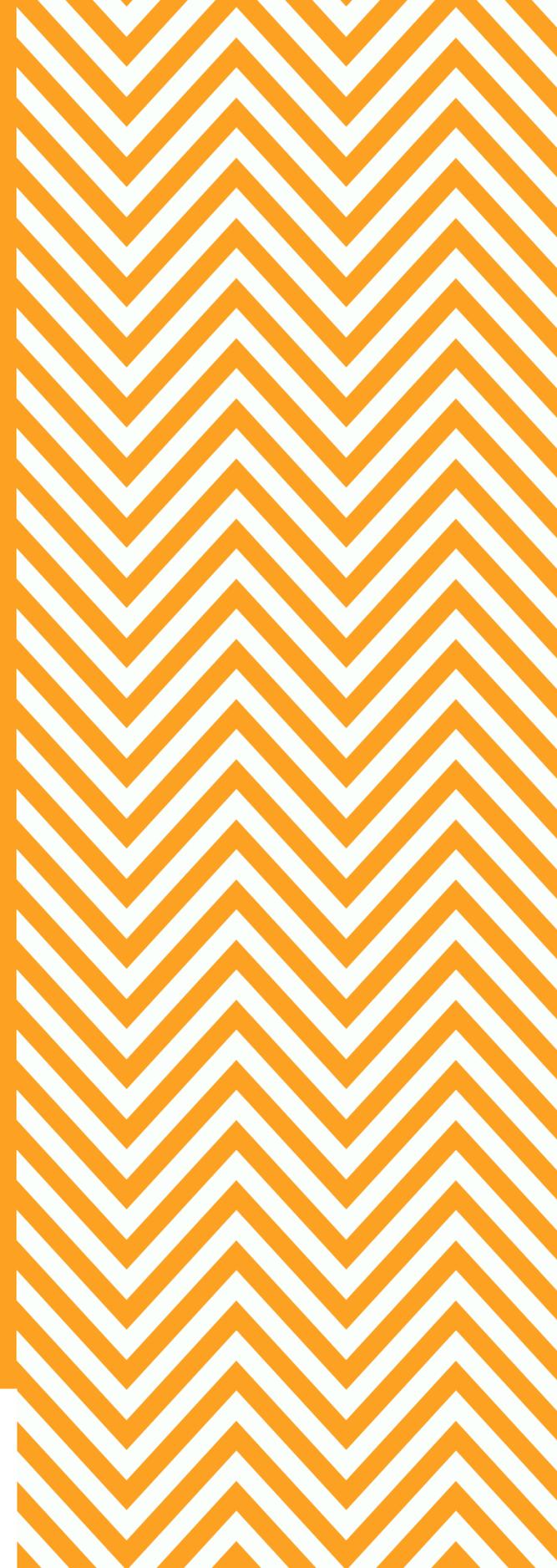
Community trainings

People-oriented trainings like:

- Implicit bias
- Code of Conduct training for events teams
- Collaborative communication

Collaborative Communication

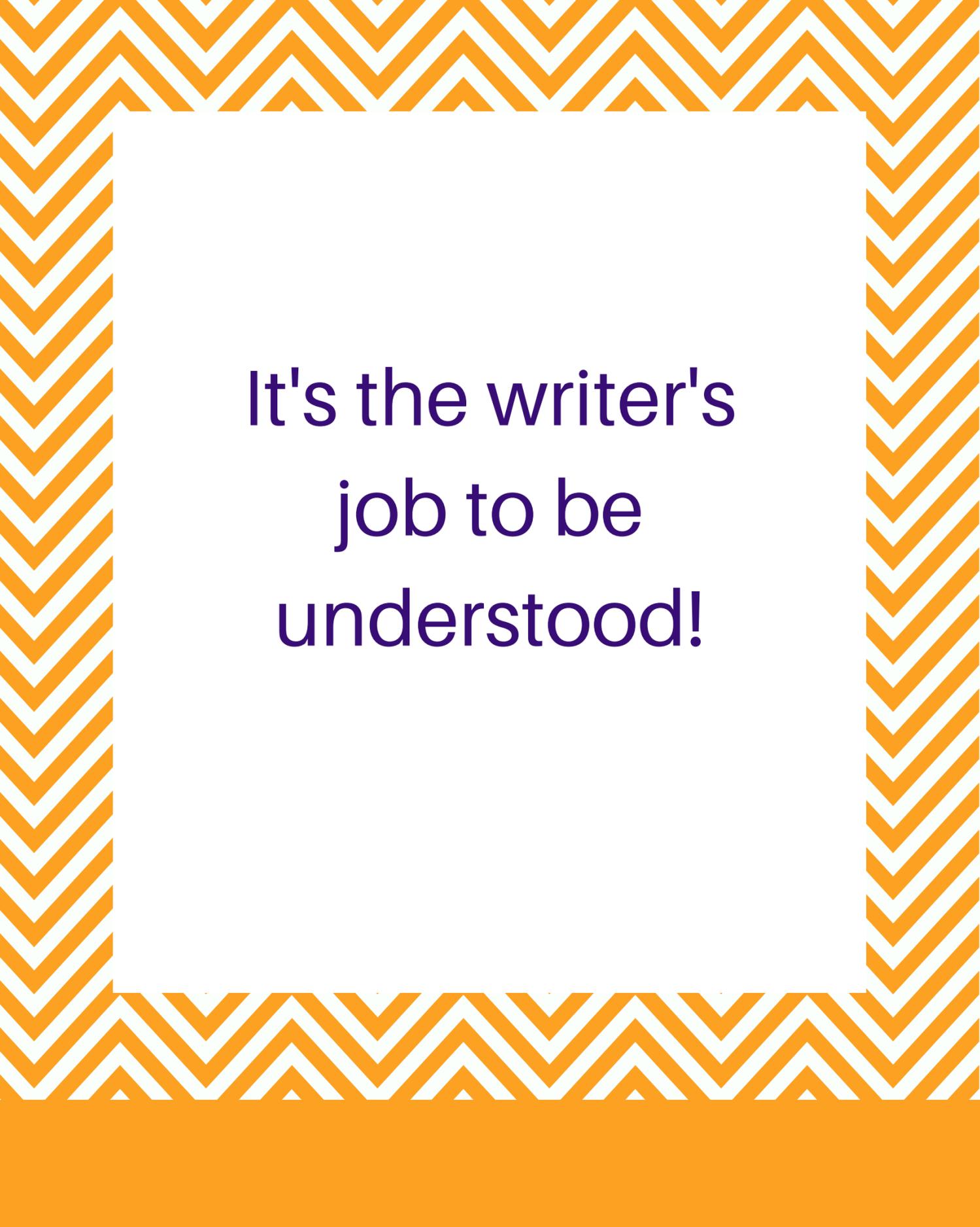
Strategies for fostering collaboration and
dealing with conflict in open source





Favorite Hacks

Practical advice you can try out immediately



It's the writer's
job to be
understood!

Formatting helps.

- **Skim test.** See if you can skim through and get the main points.
- **Call to action.** Make your call to action clear and state who needs to do it, and by when.
- **Avoid long sentences.** Whenever you see yet another "and," break it up into two sentences.
- **Don't assume previous knowledge.** Try to make it easy for someone new to jump into the conversation.

It's the writer's job to be understood!

New Issue

Title

Title

Description

social-general-request

Write **Preview**

Request for organic (non-paid) social promotion

Requester: Please acknowledge the following before filling out your request

- I understand that all social requests need a minimum of **1 full week** between the request and the first published post date and that I cannot put in a request for the same week.
- I understand that if my request is not tied to a corporate marketing-focused timed event or campaign, that the publishing schedule is entirely at the discretion of the social team.

STEP 1: For Requester

Details Details

1. What is your request all about?

[add details here]

2. Pertinent or other go live date(s):

[add date(s) here]

3. Is there a landing page? If not, please note you'll need to provide this link in order for us to move forward.

[add page link, other details, here]

4. What is the overall utm_campaign? - *webcast123*, i.e. *utm_campaign=webcast123*



Yes, And...

Instead of saying, "No" or "Yes, but," use "Yes, and."

This acknowledges what people say and still gives you room to disagree with them.

People are more likely to listen to you if they feel like you listened to them.

Collaborative Phrases

How might we...

Might I suggest we...

What are your thoughts?

From my perspective, it's a little bit different.

Let me explain...

I hear what you're saying, and I have a different perspective...

Let me see if I understand what you're saying....

I like your idea, have you thought about...



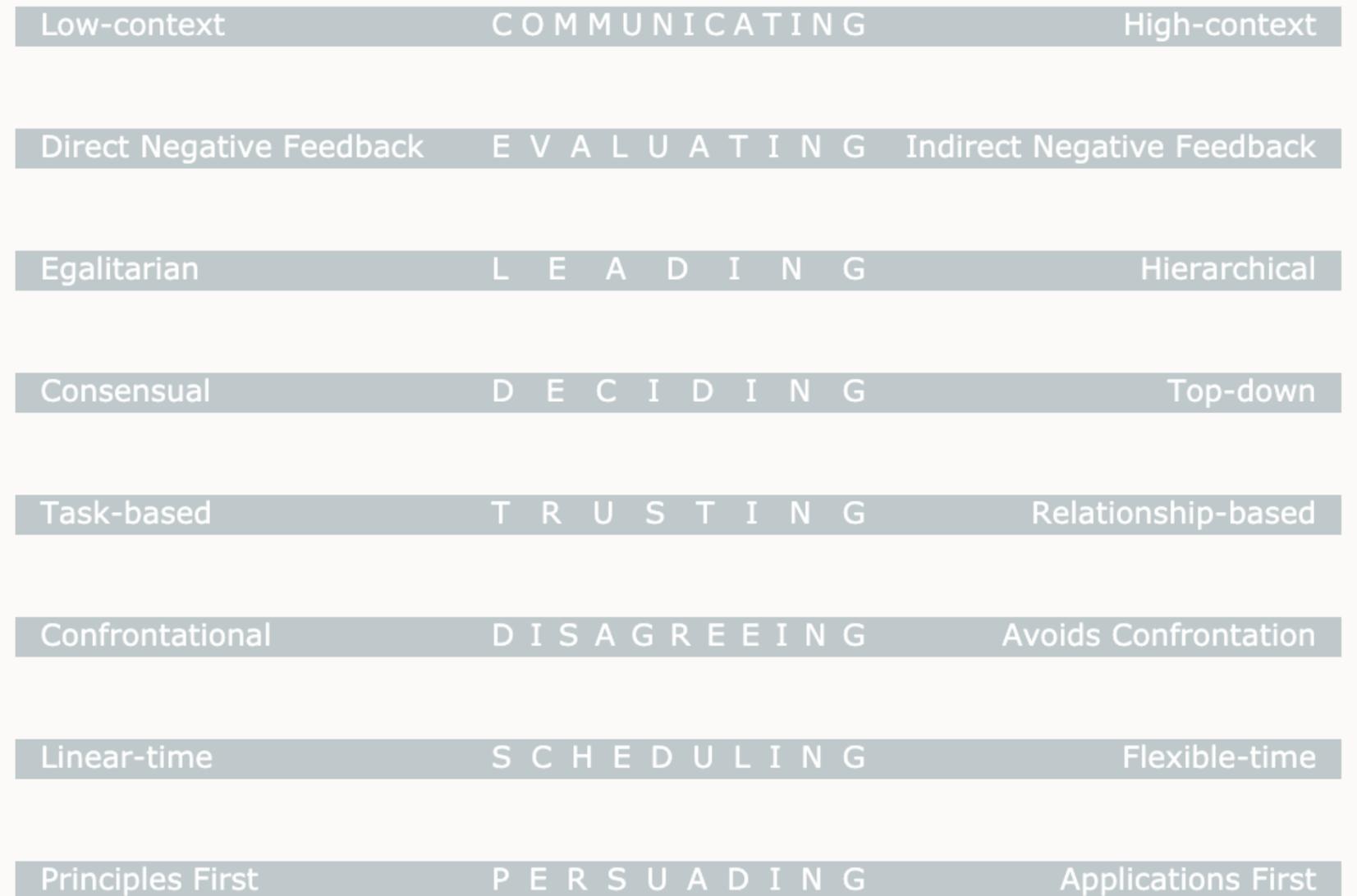
Navigating cultural differences

Open source communities attract contributors from all over the world

We need to understand cultural differences

Countries are plotted along these 7 indicators:

- Communicating
- Evaluating
- Leading
- Trusting
- Disagreeing
- Scheduling
- Persuading

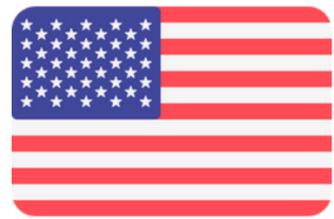


What it means

Communicating

Low context: good communication is precise, simple, and clear. Repetition is often used to avoid misunderstandings.

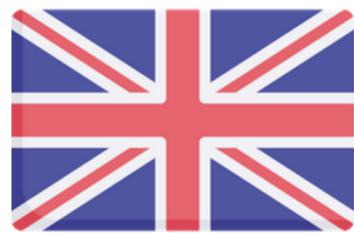
High context: good communication is sophisticated, nuanced, and layered. You must read between the lines.



USA



Germany



UK



Spain



France



Nigeria



India



China



Indonesia

Low Context

High Context

What it means

Evaluating

Direct negative feedback: delivered frankly, bluntly, and honestly. Negative messages are not softened by positive ones. Absolutes are used. Ok to give in front of groups.

Indirect negative feedback: delivered softly, subtly, and diplomatically. Positive messages wrap negative ones. Qualifying descriptors are used. Feedback must be given in private.



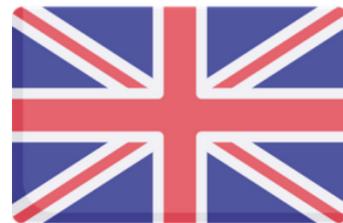
Russia



Germany



Nigeria



UK



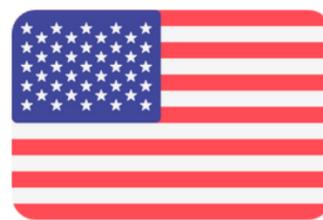
India



Indonesia



Greece



USA



Brazil



China

Direct Negative Feedback

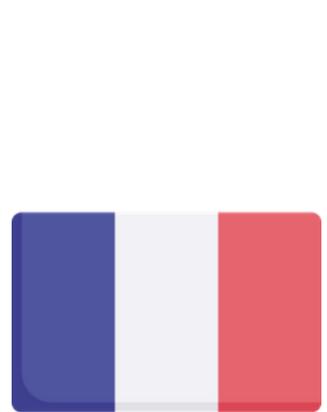
Indirect Negative Feedback

What it means

Persuading

Principles first: Value the "why" first. Have been trained to develop the theory or concept first before presenting the fact, statement, or opinion.

Applications first: Value the "how" or "what" first. Trained to begin with a fact, statement, or opinion and back it up or explain the conclusion as necessary.



France



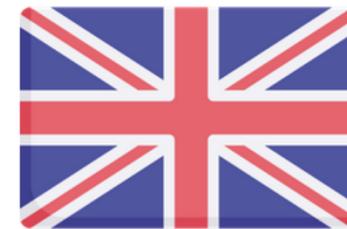
Spain



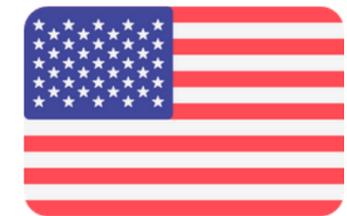
Germany



Italy



UK



USA

Principles First

Applications First

Culture Map Example: 2020 KDE e.V Board of Directors

In 2020 there are Directors with backgrounds from:

Canada

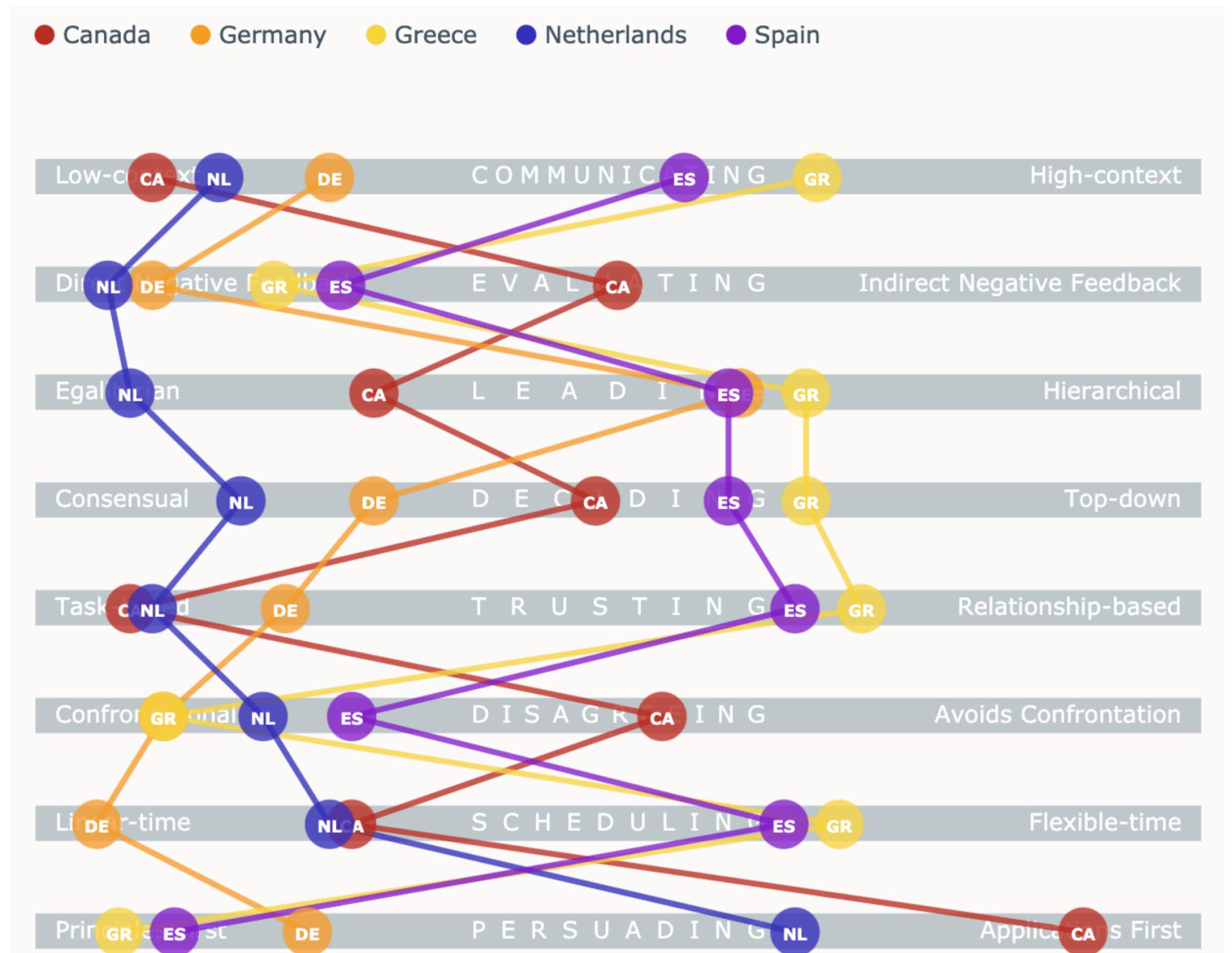
Germany

Greece

Netherlands

Spain

Source: The Culture Map by Erin Meyer via <https://www.erinmeyer.com/culturemap/>



Final tips on navigating cultural differences

Invest time in understanding the people you work with

Don't make assumptions

It's ok to set expectations, but make sure to understand the trade-offs and let empathy be your guiding light

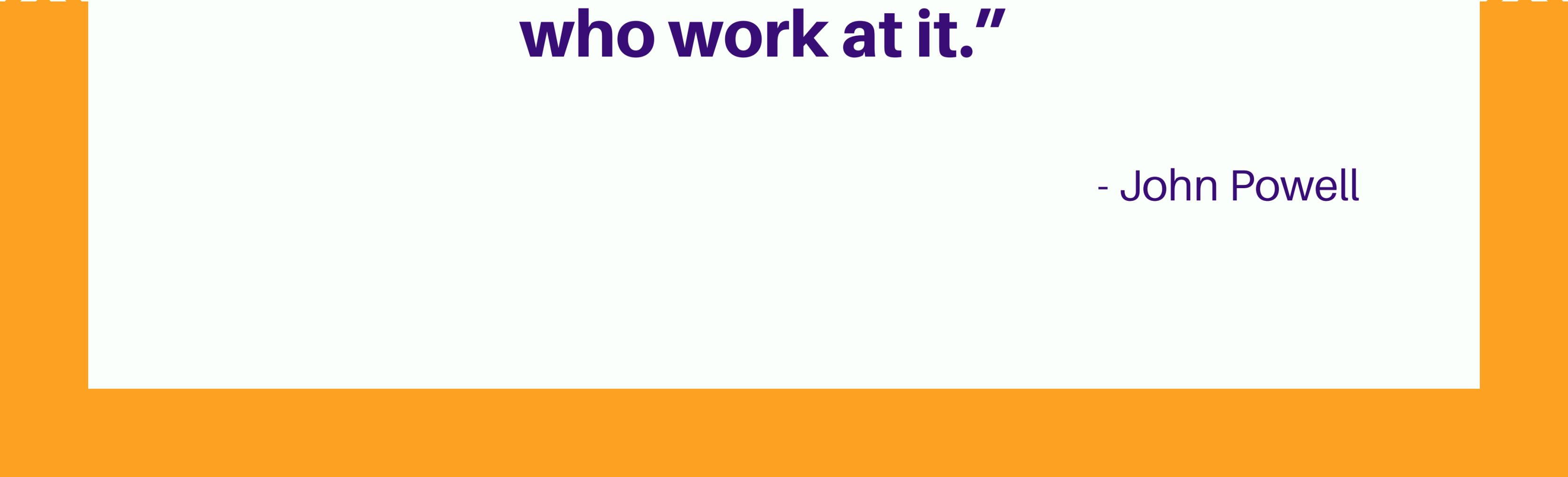
Check out GitLab's Cross-Culture Collaboration Guide:
bit.ly/gitlab-cross-culture-guide





**“Communication works for those
who work at it.”**

- John Powell

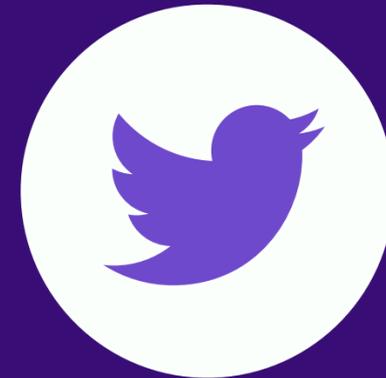


THANK YOU!

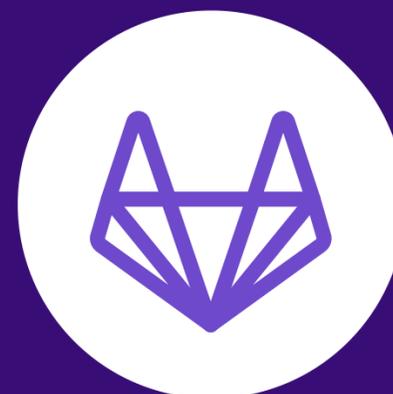
QUESTIONS?



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