

Akademy 2024
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Building Culture

It starts at onboarding and never ends.

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About me

Culture and Knowledge Database Lead at
Core Engineering Consulting Group (CECG)

KDE contributor (2017-present)

Community Working Group

Board of Directors member

Akademy Talks Committee

Financial Working Group

Goal Champion for Streamlined Onboarding

My 7th Akademy



Culture

knowledge beliefs

norms arts

laws **behavior**

habits institutions

social

capabilities

customs



Culture



Humans acquire culture through the **learning** processes of **enculturation** and **socialization**.



Culture is typically **emergent**, not deterministic. Culture tends to emerge from **activity**. From the activity **connections** form. You begin to notice **patterns** and find opportunities to **emphasize** the parts of the culture you like.



KDE

Culture impacts the ways we:

Treat one another

Communicate across various media
(forums, chat platforms , mailing lists, development tools)

Make **decisions**

Attract and **retain** new users and contributors

Interact with other organizations and communities

Code of Conduct

created: Aug 2008
last modified: ?

Asking Questions

created: Aug 2008
last modified: Oct 2023

Manifesto

created: Oct 2012
last modified: ?

Vision/Mission

created: Apr 2016
last modified: Aug 2017

Goals

created: Nov 2017
last modified: Sep 2024

Culture

created: Sep 2021
last modified: Jul 2023



KDE

A Balancing Act

CHANGE

internal (structure, composition)



external (social, technological, user expectations)

foundational/core (principles, values)



sustainable growth (adapt, evolve)

Discuss. Reflect. Nurture. Reinforce.

KDE Goals

Streamlined **Onboarding** of New Contributors



helping hands by Christian Siedler, CC by SA
<https://www.flickr.com/photos/9458417@N03/17479301901/>

Onboarding

Onboarding is the process by which new members are **introduced** to a community's culture.

It's the first and often **most influential experience** new contributors have, setting the tone for their future participation.

Ongoing support and engagement are necessary to **reinforce** cultural values and ensure **long-term participation**.

Sustaining



participation+ownership

Everyone has a role to play
Active and productive engagement



feedback+reflection

Staying in tune with member's
experiences and expectations
Voices should be heard & respected



enacting+enforcing

Clear guidelines
Consistent application

Embrace Change



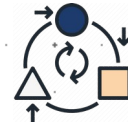
openness+innovation

Flexible and responsive to new ideas
Adapt and adopt
Evolving cultural practices



diversity+creativity

Variation in viewpoints
Learning from others
Crafting new possibilities together



connect+transform

Meaningful relationships
Trust-based collaboration
Team-driven community dynamics



Overcoming Apathy

maintaining momentum vs stagnation
disconnection between community values and actions



Navigating Difficult Topics

consideration of different perspectives
avoiding divisions and discomfort



Countering Toxicity

negativity and trolling deter participation
and erode trust



Bridging Communication Gaps

misunderstandings increase frustration and
raise conflicts



Inefficient Moderation

over-moderation suppresses expression
insufficient moderation invites disruption and tension



Challenges

Strategies

Set Expectations

Clearly define what is expected from community members in terms of behavior, participation, and contributions.

Consequences for Violations

Outline the repercussions for violating community norms, ensuring that everyone is aware of the consequences.

Guidelines for Escalation

Provide clear processes for how issues will be escalated and resolved, ensuring transparency in how decisions are made.

Consistency in Decision-Making

Ensure that decisions, especially those related to moderation and enforcement, are based on the expectations and guidelines set.

**Clarifying
expectations
and
accountability**

Strategies

**Empowering
and supporting
the community**

Capacity Building

Invest in training for moderators, core contributors, and maintainers to equip them with the skills needed to handle challenges effectively.

Active Community Working Group

Providing resources and mediation when needed, while going beyond policing to actively support and nurture the community.

Zero Tolerance to Toxic Behavior

Establish a firm stance against toxicity, with clear guidelines on what constitutes unacceptable behavior and how it will be handled.

Conflict Resolution Mechanisms

Develop clear, accessible methods for resolving conflicts within the community, helping prevent escalation.

Strategies

Enhance the Positives

Highlight positive behavior, creating a culture of recognition that motivates members to contribute positively.

Leadership by Example

Model the values and behaviors expected within the community.

Create Opportunities for Collaboration

Encourage working together through structured opportunities to strengthen community bonds (joint projects, mentoring programs, events)

Reflect before acting

In heated situations, pause to rethink and cool down, and re-approach calmly. When overwhelmed, disengage and seek support rather than reacting impulsively.

**Fostering
positive
engagement
and
collaboration**

Strategies

Continuous Improvement and Adaptation

Continuous Feedback and Adaptation

Regularly gather feedback (surveys, polls, direct communication) and consider adapting cultural practices as needed.

Encouraging Inclusive Participation

Actively include underrepresented groups, ensuring all voices are heard.

A Welcoming Onboarding Process

Build and maintain a process to help new members feel welcomed and integrate quickly.



Be a Culture Champion

Take ownership of KDE's culture

See yourself as a steward of KDE's culture.

Lead/suggest new initiatives that improve our culture.

Join the Community WG and contribute directly to a core support mechanism, enabling its members both to act faster and more effectively, but also to do more for the KDE community.



Let's talk!

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KDE Community Working Group

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