

# Trust the process by empowering the people

Building trust ~~with through~~ via Open Collaborations

Karsten Wade, Principal Community Architect (@quaid)  
Red Hat Open Source Program Office (OSPO)  
UCSC '74-'78 (being a kid), '90-'94 (Creative Writing)

# Outline today

1. Trust the process, not the people
2. But how do you get trusted process from untrusted people?
  - a. Hint: you are starting with **trustworthy humans**
3. Pondering empowerment (w/ examples)
4. Further thoughts, what next

# Trust the process, not the people

- A chain is as strong as its weakest link ...
  - But it is a fool's errand to think we can "remove all the weakness"
  - And it's a fool who thinks humans are a binary of weak/strong
- Focus on building and stewarding systems that put care of people at the center of their processes
  - Then people who desire to get something done they care about deeply, can do so most effectively
- Cared-for humans in a conducive environment thrive through *innovative play* and being *productively lost*

# How do you get a trusted process out of humans?

## Theorem of Community Caretaking

By making community caretaking the highest priority of community stewardship, people in and around that community will generate and sustain the highest quality processes in their field of interest.

Furthermore, when community caretaking is at the highest in combination with an Open Collaboration, the collaborating community is in the best position to make and sustain groundbreaking processes and improvements.

# What proof for the theory?

- Theory observed-in-practice is our current — albeit apocryphal — proof
- But research supports the theorem, directly or via inference
  - “Healthy” Open Collaborations share similar caretaking traits & output quality
  - Every psychological or sociological study showing how safe and supported people excel

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# Who participates in this empowerment?

- Teacher to student
- Learning institution to student and class
- Peer to peer
- Every single community manager
  - And the many who take care of others in their community
- Body caretakers from hairdressers to surgeons
- Heart-mind caretakers
  - Good listeners
  - Therapists
  - Spiritual advisors
- Caretakers of children
- ...

# Thoughts and next

We're in the part of the cycle where reflection and discussion yield the best results

Take each other to coffee/tea/hot bev (virtually or IRL) and talk about the fulfilling work (aka emotional labor) of cultivating good humans

Notice for yourself and those around you these things:

- How do we empower individuals?
- How do we unintentionally disempower them?
- How do our organizations and institutions systemically empower or disempower?
- When do we put process or principles before people?
- When do we over-steward and under-caretake? Others? Ourselves?