# How to deal with toxic people

Lessons from the trenches of Open Source Development

# Gina Häußge

- 39 years old
- Software engineer
- Maker
- Hobby baker
- 100% Nerd
- Creator & maintainer of OctoPrint





#### **Entitlement**

Why isn't this obscure feature implemented already that I need for my personal workflow?

How rude of you to refuse to implement something I want!

Wow, this bug is still open, six months later? Get off your lazy and fix it already!

#### Frustration

This crap has cost me a 12h print job, shame on you for ever releasing this!

WELL THANKS FOR NOTHING!

I just updated and nothing works anymore, THIS IS THE LAST TIME I UPDATE!

#### Attacks

Whoever designed this steaming pile of should be shot!

Stop writing software, you 😭



LOL, you clearly SUCK as a dev!



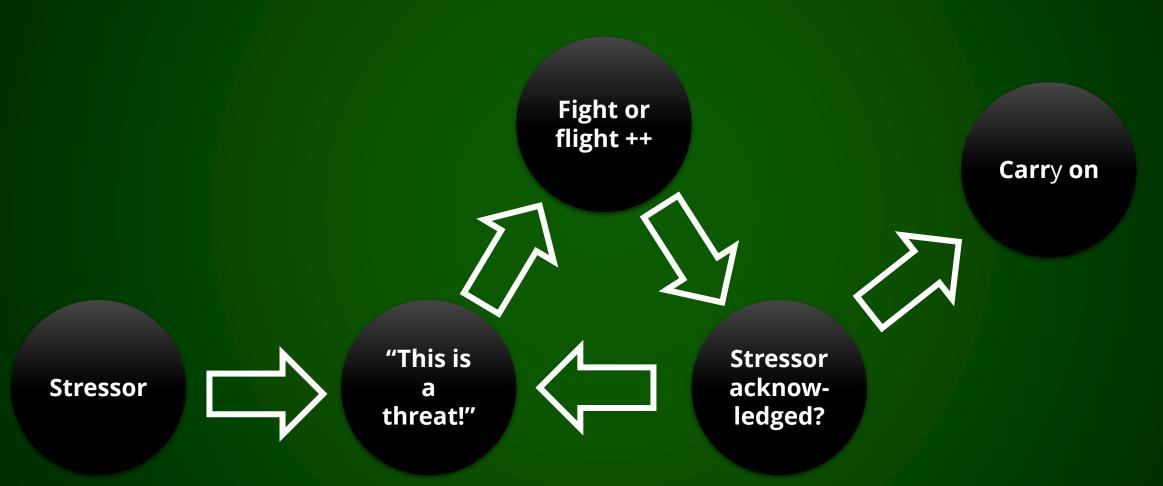


## First: Disengage & cool down

- Don't answer hot-headed
- Let off steam offline
  - Heavy bag
  - Jumping jacks
  - Brisk walk
  - Count to 100 and back down
- Initial stress response cycle needs to run through
- Only then respond



# Stress response cycle?



### Remind of realities

- Open Source = no demands but collaboration & cooperation
- Not just code, everything helps!
- "Patches welcome" ♥



#### Remind of boundaries

- Open Source Maintainers are people and deserve respect & decency
- Make overstepping clear
- Enforce community rules (CoC)
- Refer to <u>snarky.ca/the-</u> <u>social-contract-of-open-</u> <u>source/</u>



### Additional measures

- Don't work on the issue (if it only affects the abuser)
- Point the abuser to the door
- Ban hammer (last resort!)
- You don't have to accept abuse - and for the sake of the project you actually shouldn't



## How the community can help

- "This is just like it is in Open Source!" 💎
- Call out bad behaviour
- Always remember yourself that there is a human on the other end



## Thank you for your attention!

Twitter: @foosel

Slides: foosel.net/slides/pyconde2022.pdf



Image credits: @wesleyphotography, @dre0316, @mvdheuvel, @freegraphictoday, @jodaarba, @sheldonkennedy & @hannahbusing on Unsplash. Huge Thanks for sharing!