

NVC and OSS

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obligatory intro

- The npm logo, which consists of the lowercase letters "npm" in white on a red rectangular background.
- Before that, worked a bunch of places, did a bunch of open source
- Came to realize that the people are the hard part

content warning

- Pictures of some angry dogs
- Sharing some communication techniques, some of which have been misused
- Not going to cover every possible failure mode

POST-CONF-EDIT: There's a picture of recently deceased Marshall Rosenberg as well. I am very sorry that I neglected to mention that fact in this warning.

software is social

- Collaborators
- Users
- Future/Past Self
- "Programs must be written for humans and only incidentally for machines to execute"
 - Harold Abelson

Conway's Law

- "organizations which design systems . . . are constrained to produce designs which are copies of the communication structures of these organizations"
 - Melvin Conway

Dunbar's Number

- correlation: primate brain size and social group size
- Applied to human brain: 148

Neocortex size as a constraint on group size in primates,
<http://www.sciencedirect.com/science/article/pii/004724849290081J>

language

- language extends Dunbar limit
- BUT: lower bandwidth
(imagination fills in gaps)
- 1 : many asymmetry
- Still cognitively limited!



Jacob
@0x604

 Follow

@izs @sofianguy people will invent the context that suits their agenda.

RETWEET

1

FAVORITES

2



11:13 AM - 23 Sep 2015



...

OSS

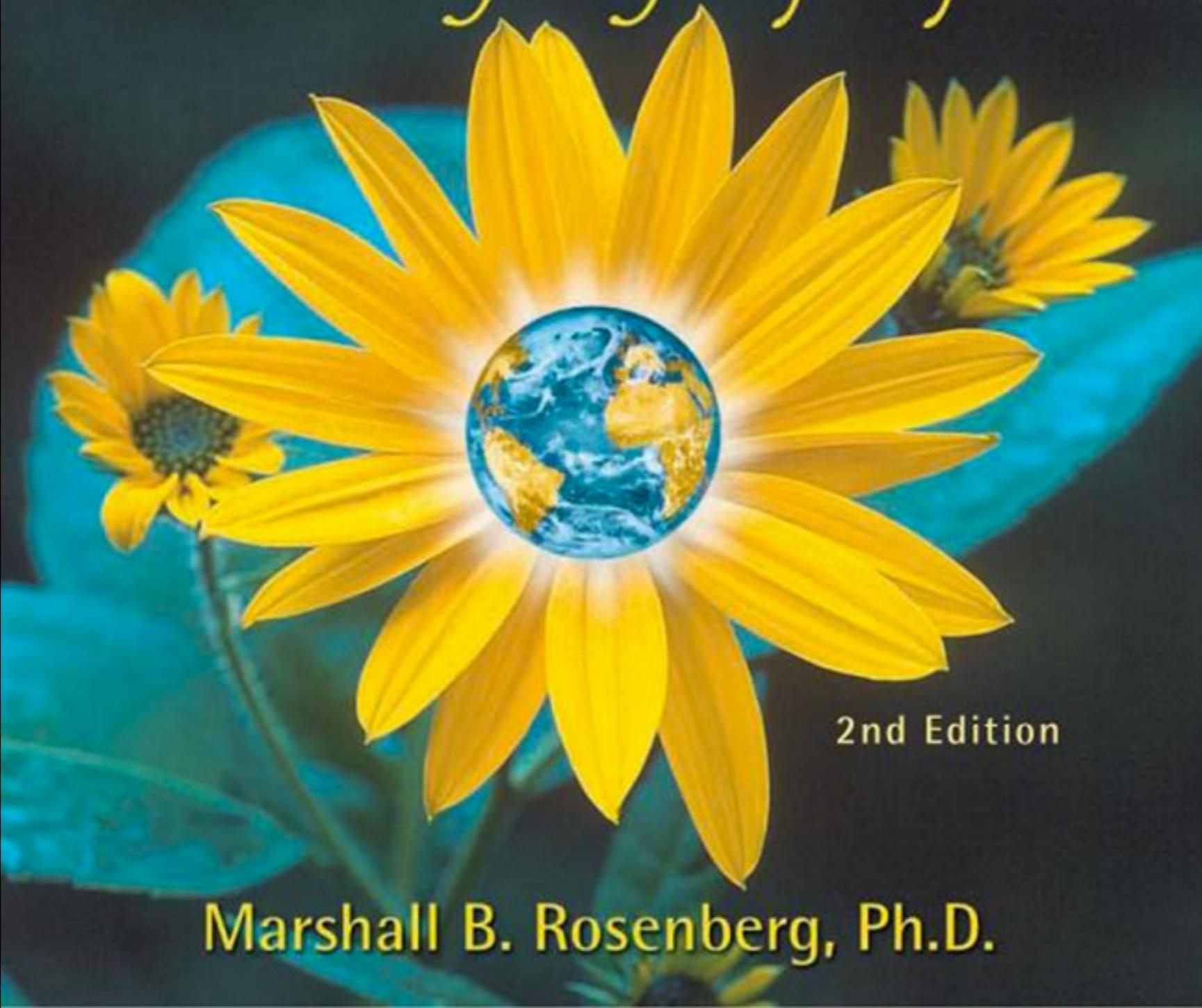
- Usually start with one author-user, grow to many authors &/or many users
- Hit Dunbar cognitive limits, and don't notice
- Rely almost exclusively on generalizations

OSS Stereotypes

- Neckbeard
- n00b
- Sloppy Hack
- Architecture Astronaut
- "Good Guy"

Nonviolent COMMUNICATION

A Language of Life



2nd Edition

Marshall B. Rosenberg, Ph.D.

Mediate Your Life
A Guide to Removing Barriers to Communication, Vol. 1

Choosing Peace

New Ways to Communicate to
Reduce Stress, Create Connection,
and Resolve Conflict



Ike Lasater & John Kinyon
with Julie Stiles and Mary Sitze

Nonviolent
Communication
is a framework

language

3 parts of language

- Talking
- Listening
- Thinking















OFNR

- Observations (vs Evaluations)
- Feelings (vs Thoughts)
- Needs (vs Strategies)
- Requests (vs Demands)

OFNR - Warning

- Nerds LOVE to replace social conventions with Weird Rules
- NVC is not a set of Rules for tone-policing others
- A framework for awareness and pragmatic empathy

Observation

- Just sense perception:
what can be seen/heard/etc
- Can be captured on a video
- No inference about
motivation, value, good/bad

Observations vs Evaluations

- Evaluations are inferences and value judgements
- Observation:
You are wearing a red shirt
- Evaluation:
You are wearing fancy clothes to attract attention

Feelings

- Feelings are emotional states
- Not "loosely-held judgements"
- Not "tentative conjectures"
- Sad, mad, frustrated, happy, excited, scared, distracted

Feelings vs Thoughts

- "I feel like..."
- "I feel that..."
- "I feel insulted"
- "Hey, that's just how I feel"

Needs

- Fundamental human needs
- Security, order, food, shelter, teamwork, love, attention, space, etc.
- Not specific attempts to meet those needs.

Needs vs Strategies

- Strategy is an attempt to meet a Need
- "I 'need' this job" vs "I need financial security, which this job provides"

Requests

- "Would you be willing to..."
- Specific positive action
- Not: change in attitude, thoughts, feelings, etc.
- Saying "no" is ok

Request vs Demand

- Demand is not optional
- If you say "no" to a demand , there's negative consequence
- Demands teach you nothing . They don't ask , they tell .

software

OSS is even
MORE social

Tech Support 101

- frustrated users
- XY problem
- drowning in support
- Not what you signed up for!
Leads to being overly curt
(ie, "rude")

OSS Team Management

- People working on your project don't work for you
- Motivations vary wildly
- Without understanding needs, easy to inadvertently harm

OSS maintenance is
Jackal husbandry

examples



imperoster syndrome
@izs

Lazyweb: Share with me your favorite examples of OSS maintainers being jerks, and being nice.
(Bonus if I was the one being a jerk.)

RETWEETS

2

FAVORITES

3



6:30 PM - 29 Aug 2015

Require & case sensitivity #2621

 **Closed**

scriby opened this issue on Jan 26, 2012 · 1 comment



scriby commented on Jan 26, 2012



I ran into a weird case when someone included a module I wrote twice. Once using all lower case, and once using camel case. This was on a mac, so the require worked in both cases, but the module ended up actually getting required twice -- and it caused some things to break.

I understand that this issue is a little sticky, as it matters whether you're on a case sensitive or insensitive file system as to what the behavior should be. But, node could take the stance that require is case-insensitive regardless.

Thanks,

Chris



isaacs commented on Jan 26, 2012

Owner



We're not going to make changes to the module system unless it is a matter of life and death.

I'd recommend bring this up on the nodejs-dev mailing list. If a lot of people agree it's important to be case-insensitive, then I could probably be convinced, but it'd be best to keep that area of the code as stable as possible.



isaacs closed this on Jan 26, 2012

needs

- "Nice" is never enough
- People believe you care about their needs when you do the work to figure them out
- Turn inwards as well

Process

- Don't try to jump to the end
- Iterate, then iterate again
- Practice towards perfection
- Take your time

Jackal is not the enemy

- non-OFNR talk provides clues
- Jackal loves telling you if you're wrong! Use that!
- Guess about needs and iterate towards understanding

Practice

- Iterate towards less-badness
- Giraffe Ears: Hear clearly
- Giraffe Voice: Avoid violence
- Giraffe Heart: Self-care

IT'S DANGEROUS TO GO
ALONE! TAKE THIS.



giraffe voice

- First, be mindful of OFNR.
Notice evaluations, demands,
faux-feelings, mind-stories
- Next, separate/identify OFNR
from non-OFNR language
- Eventually, OFNR is natural,
jackal stories seem fake

giraffe ears

- Focus on speaker, reflect w/o judgement (esp "great!" or "well, actually...")
- Pick out OFNR that speaker reveals. Reflect those parts.
- Make intuitive guess about missing OFNR bits, verify with speaker

giraffe heart

- Breath, Body , Need
- Framing: What am I feeling, and what story am I telling?
- What are my internal/external observations right now?
- Never a bad idea to show yourself empathy !



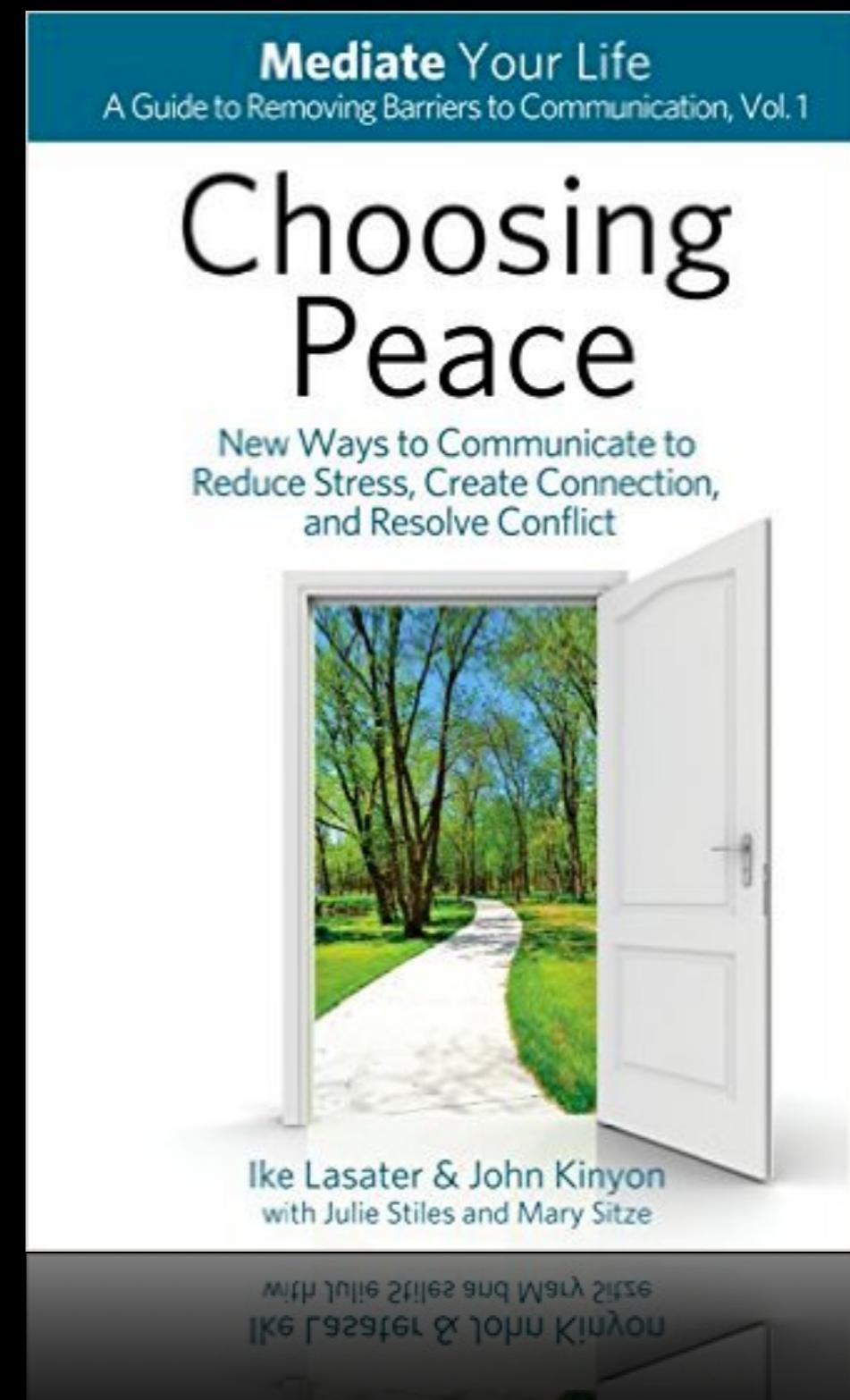
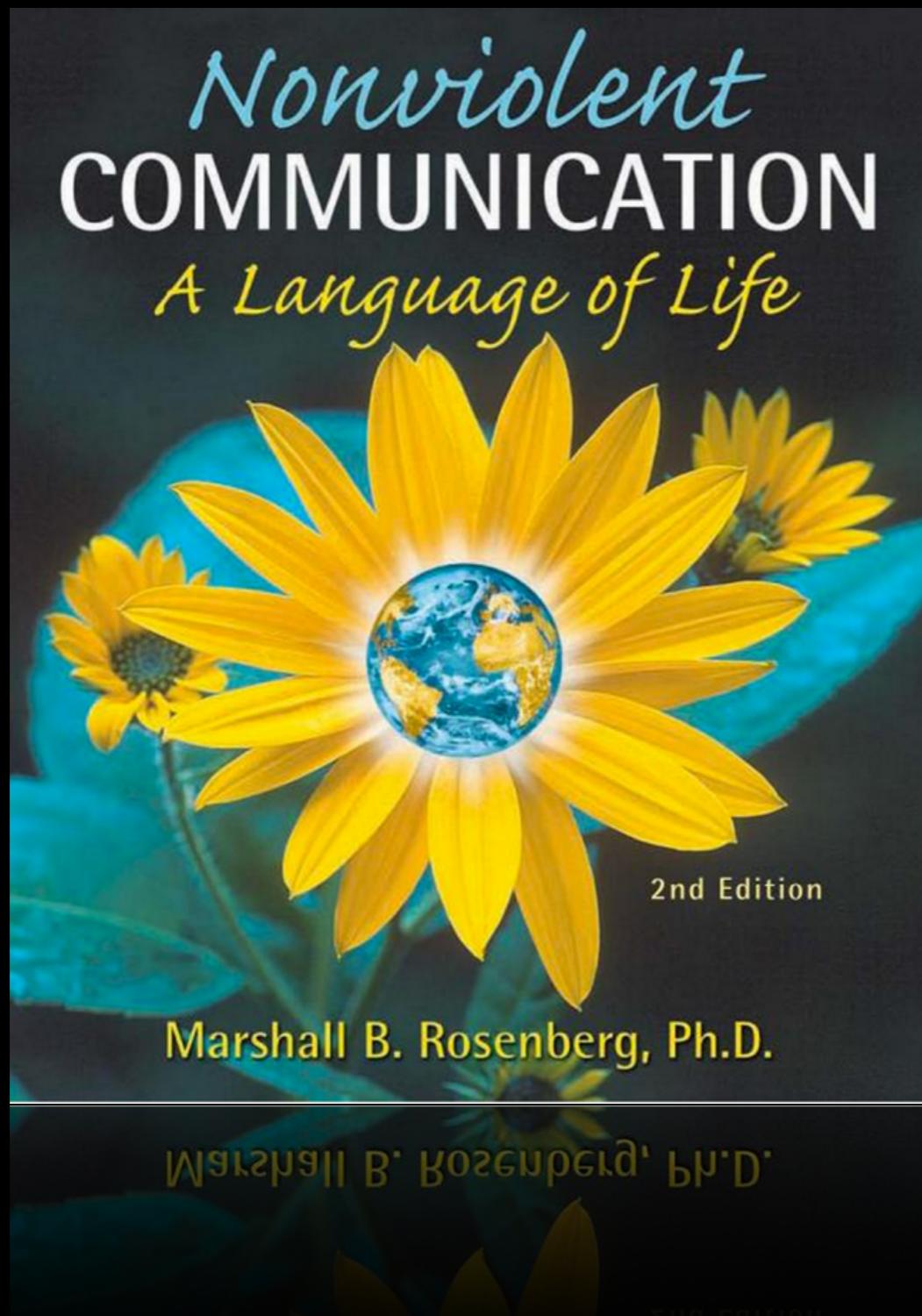
burnout



- Result of repeatedly not seeing to your own Needs
- Eventually lose energy, lose mindfulness, cycle continues
- Not just about overworking!

homework

books



find a buddy



feedback

i@izs.me

@izs

here today

Oakland usually

<http://j.mp/nvc-oss>

<http://j.mp/nvc-oss-notes>

<http://j.mp/nvc-oss-video>