

OpenStackコミュニティにおける 非英語ネイティブ話者の苦悩と奮闘記

Masayuki Igawa

masayuki@igawa.io

masayukig on [Freenode](#), [Twitter](#), [GitHub](#)

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github.com/masayukig/osdt-2017-non-native-english-speaker

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Disclaimer

- ▶ 本資料は、個人の見解です。
- ▶ 所属する企業・団体を代表する意見ではありません。

Who am I?

- ▶ Company : SUSE/ノベル株式会社
 - ▶ QE(Quality Engineering) Team
(日本にいるのは私だけ)
 - ▶ SUSE Acquires OpenStack IaaS and Cloud Foundry PaaS Talent and Technology Assets from HPE to Accelerate Growth and Entry into New Markets
- ▶ Job: Senior Software Engineer/Open Source Programmer
 - ▶ OpenStack QA Upstream development, Core Reviewer
(Tempest, OpenStack-Health, Subunit2SQL, Stackviz)
 - ▶ OpenStack
 - ▶ stackalytics.com/?user_id=igawa

Cultural Challenges

Japanese

- ▶ 明確に「Yes / No」を言わない
- ▶ 完璧であろうとする
- ▶ フラットな話し方
- ▶ 大きな経済規模→海外に出ていく必要性が薄い
- ▶ 英語学習は読み書きに重点が置かれてきた
- ▶ 発音・文法が全く異なる
 - ▶ “L” vs “R” in words
 - ▶ Subject-Verb-Object (E) vs Subject-Object-Verb (J)
- ▶ 漢字, ひらがな, カタカナ
- ▶ カタカナ: “ネットワーク” = “Network” (English)
- ▶ Network(ネットワーク), File(ファイル), Comment(コメント), etc..
- ▶ 和製英語: Paso-con(パソコン), Air-con(エアコン), Auto-bi(オートバイ)
 - ▶ <https://en.wikipedia.org/wiki/Wasei-eigo>

Chinese - Dong

- ▶ 儒教文化
- ▶ 可能な限り「Yes」と言う。なるべく「No」は言わない
- ▶ 「交渉」よりも「聴く」ことを好む
- ▶ 中国人の発音は、なかなか理解してもらえないことが多い
- ▶ 文法が異なる
- ▶ 文章を書く・話すのは、なかなか難しい（文法）

Brazilian - Samuel

- ▶ 会話は、似たような方法で
- ▶ 短い・直接的な回答はちょっとつまらなく感じる
- ▶ “i” (ポルトガル語) は “e” (English) として発音される
- ▶ 文法：形容詞の位置が後ろに来たりする
- ▶ いくつかの発音は、ポルトガル語に存在しない, e.g “th” vs “f”
- ▶ 一般的な学校の英語教育レベルは高くない

Language Challenges

Reading

- ▶ 最も習得しやすいスキル（一般的には）
- ▶ 一番重要
- ▶ IRC(テキストチャット) の会話はあっという間に進む
- ▶ 長いE-mail, 結論がよくわからない

Writing

- ▶ 文法
- ▶ 長い、美しい文章を書くのは難しい
- ▶ シンプルな文章を書くことが広く行われている
- ▶ IRCなどのチャットのスピード

Listening

- ▶ さまざまなアクセント
- ▶ スピード
- ▶ ボキャブラリ
- ▶ 文法
- ▶ 様々なノイズのある環境

Speaking

- ▶ ボキャブラリ
- ▶ 文法
- ▶ 発音
- ▶ スピードと流暢さ

Overcoming Obstacles

Overcoming Obstacles

- ▶ 文化的な課題は、単なる言語の課題よりも克服するのが難しい
- ▶ 言語に浸る
- ▶ 限界があるとは思わず、チャレンジ
- ▶ 可能な限り努力、少しずつ改善されていく
- ▶ 色々なものを読むことを通じてボキャブラリを増やしていく
- ▶ 毎日の英会話
- ▶ 便利なツールがたくさん(Google Translate, duolingo, インターネット英会話, etc)
- ▶ 自分自身、もしくは他の人と練習
- ▶ まずは、1-to-1の会話から始めるのが無難

Onboarding newcomers

Newcomers

- ▶ フレンドリー・オープンに
- ▶ メンターを見つけよう
- ▶ 意見を共有しよう
- ▶ 前もって準備しよう
- ▶ 質問しよう
- ▶ 英語スキルを常に改善していこう

Native Speakers

- ▶ Be patient(ちょっと我慢して..)
- ▶ Speak slowly, please(ゆっくり話してください)
- ▶ Use simple words and sentences(シンプルな言葉・文章を)
- ▶ Encourage communication(会話を勇気づけて)
- ▶ Do not make fun(からかわないで)

Questions?

More Informations

- ▶ <https://opensource.com/article/17/1/non-native-speakers-take-open-source-communities>
- ▶ <https://docs.openstack.org/contributor-guide/non-native-english-speakers.html>



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OpenStack Documentation

Non-native English speakers

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Project home page

- Quickstart
- Documentation team structure
- Non-native English speakers
 - New contributors with English as a second language
 - Working with non-native English speakers
- Content specification
- Project guide setup
- Governance tag documentation guidelines
- OpenStack API documentation
- Documentation bugs
- Writing documentation
- Writing style
- OpenStack user experience and user interface guidelines
- RST conventions
- JSON conventions
- Diagram guidelines
- Reviewing documentation
- Building documentation
- Using documentation tools
- Publishing a documentation release

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- [Some specific cultural things to remember](#)

OpenStack projects communicate in English, and our documentation is written in US English. However, many documentation contributors have English as a second (or third, or fourth) language. This poses many challenges for non-native English speakers, but there are some things that native English speakers can do to make it easier to include non-native speakers in our community. This chapter contains some suggestions for both native and non-native English speakers to help make our community more inclusive and welcoming for all people.

Note

This chapter was written based on the wonderful talk given by Masayuki Igawa, Dong Ma, and Samuel De Medeiros Queiroz at linux.conf.au in 2017. Thank you for their permission to use this content, and for their feedback and support during development. You can watch their original talk on YouTube: [Non-native English speakers in Open Source communities: A True Story](#) or read their article on opensource.com: [Tips for non-native English speakers working on open source projects](#).

Appendix: English version

Japanese - Masayuki

- ▶ NOT to say "Yes / No" clearly
- ▶ Tend to be perfect
- ▶ Keep intonation
- ▶ Size of Economy
- ▶ Focusing on Reading and Writing
- ▶ Pronunciation and grammar are very different
 - ▶ Pronouncing " L " vs " R " in words
 - ▶ Subject-Verb-Object (E) vs Subject-Object-Verb (J)
- ▶ Katakana: " ネットワーク " = " Network " (English)
- ▶ Kanji(漢字), Hiragana(ひらがな), Katakana(カタカナ)
- ▶ Network(ネットワーク), File(ファイル), Comment(コメント), etc..
- ▶ 和製英語(Japanese-made English): Paso-con(パソコン), Air-con(エアコン), Auto-bi(オートバイ)
 - ▶ <https://en.wikipedia.org/wiki/Wasei-eigo>

Chinese

- ▶ Confucian culture
- ▶ Doctrine of the Mean - one guideline is Leniency
- ▶ Like to say yes, don't like to say no
- ▶ Like to listen, don't like to negotiate
- ▶ Chinese pronunciation is not understood by others
- ▶ Not follow well with the English grammar
- ▶ Writing is hard because of the grammar but it can be understood

Brazilian - Samuel

- ▶ Conversations driven in similar way
- ▶ Short/direct responses may sound rude
- ▶ “i” (Portuguese) is pronounced as “e” (English)
- ▶ Grammar: adjectives position
- ▶ Some phonemes do not exist in Portuguese, e.g “th” vs “f”
- ▶ Regular schools do a poor job teaching English

Language Challenges

Reading

- ▶ Easiest in most of the time
- ▶ One of the most important
- ▶ IRC conversation goes fast
- ▶ Long emails, conclusion is unclear

Writing

- ▶ Grammar
- ▶ Writing long and beautiful sentences is difficult
- ▶ Simpler sentences are prevalent
- ▶ Speed in IRC/chat

Listening

- ▶ Variety of accents
- ▶ Speed
- ▶ Vocabulary
- ▶ Grammar
- ▶ Noisy environments

Speaking

- ▶ Vocabulary
- ▶ Grammar
- ▶ Pronunciation
- ▶ Speed & Fluency

Overcoming Obstacles

Overcoming Obstacles

- ▶ Cultural challenges harder than language challenges
- ▶ Language immersion
- ▶ Forget limitations
- ▶ Do your best and you will eventually improve
- ▶ Reading gathers vocabulary
- ▶ Communicate daily
- ▶ Useful tools out there
- ▶ Practice with others or yourself
- ▶ One-to-one conversations

Onboarding newcomers

Newcomers

- ▶ Be friendly
- ▶ Find a mentor
- ▶ Share your opinion
- ▶ Prepare in advance
- ▶ Ask questions
- ▶ Brush up your English skills

Native Speakers

- ▶ Be patient
- ▶ Speak slowly, please
- ▶ Use simple words and sentences
- ▶ Encourage communication
- ▶ Do not make fun