

# Giving and getting technical help without being scared!

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## SONIA SINGLA



- Kubernetes 1.20 release notes shadow
- CNCF Intern with Thanos
- Outreachy Intern at Mozilla

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# Asking Questions can be hard



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# Helping can be **hard**

# Helping is **Culture**

# Helping is Culture



# **Opportunity and Visibility, not Advice**

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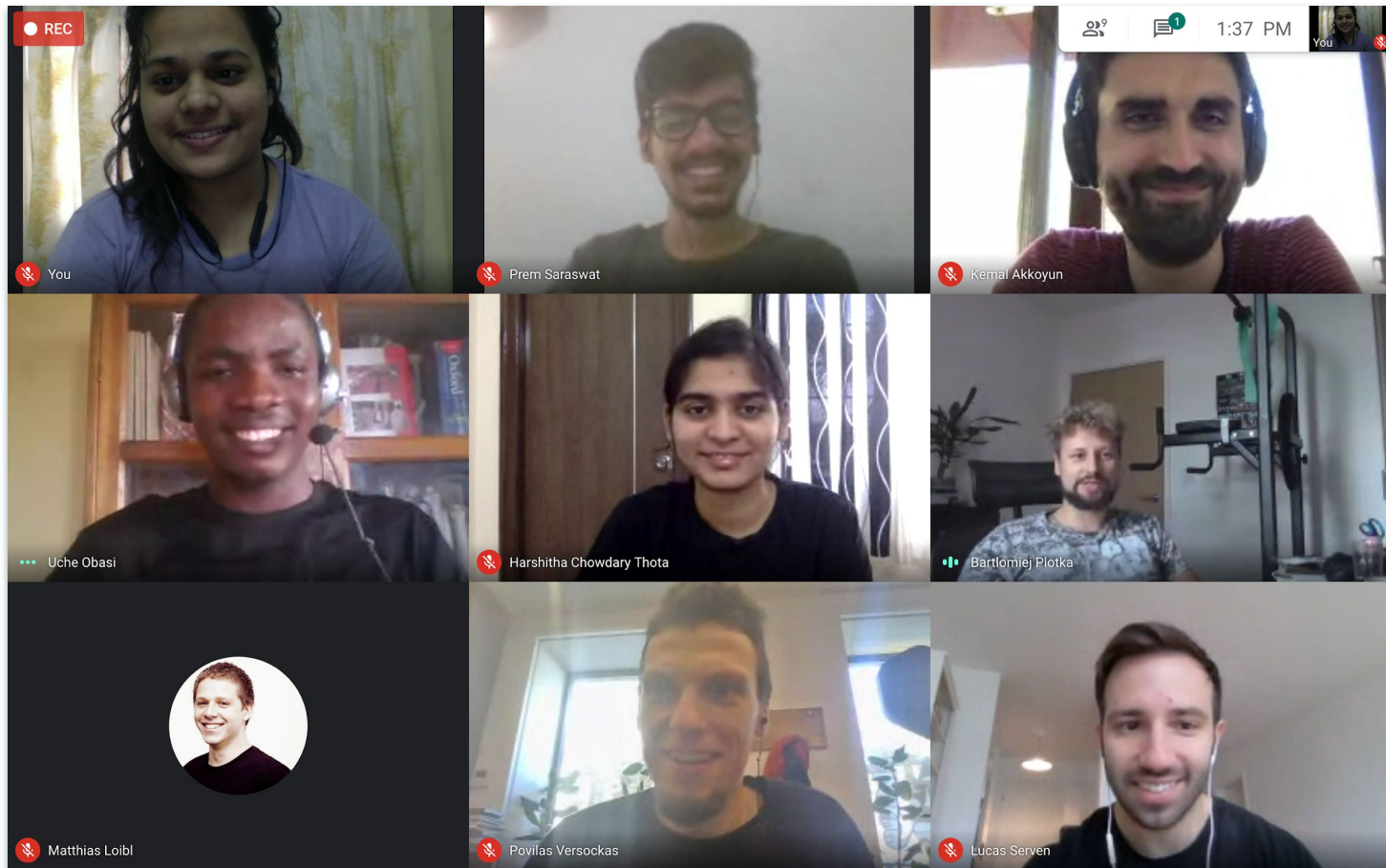


**“Advice is just one thing a mentor give. But there are residual benefits from visible proximity and tangential relationships to be gained.”**

- Kristy Tillman



# Community Bridge with Thanos





# Getting Technical Help!



**Getting** Technical Help!

**Giving** Technical Help!

# Choose the **right** **place to ask**

# A Few Don'ts

- Don't expect to be **spoon-fed**
- Don't get annoyed if...
  - You don't get an answer in the first few hours
  - People ask you for more details
  - Someone tells you you're '**doing it wrong**'  
*(they will – you can almost count on it)*

# Practice a 15-minute rule

Explain what you're  
trying to do -  
**“Big-picture goal”**

**Don't say *“I tried to  
run XYZ and it didn't  
work. Please help!”***



**Say what you have  
already tried**

# **Say Thanks & Feedback**

# Getting Technical Help!

- Choose the right place to ask
- Practice a 15-minute rule
- Explain what you're trying to do -  
“Big-picture goal”
- Say what you have already tried
- Say Thanks & Feedback

# Encourage asking Questions

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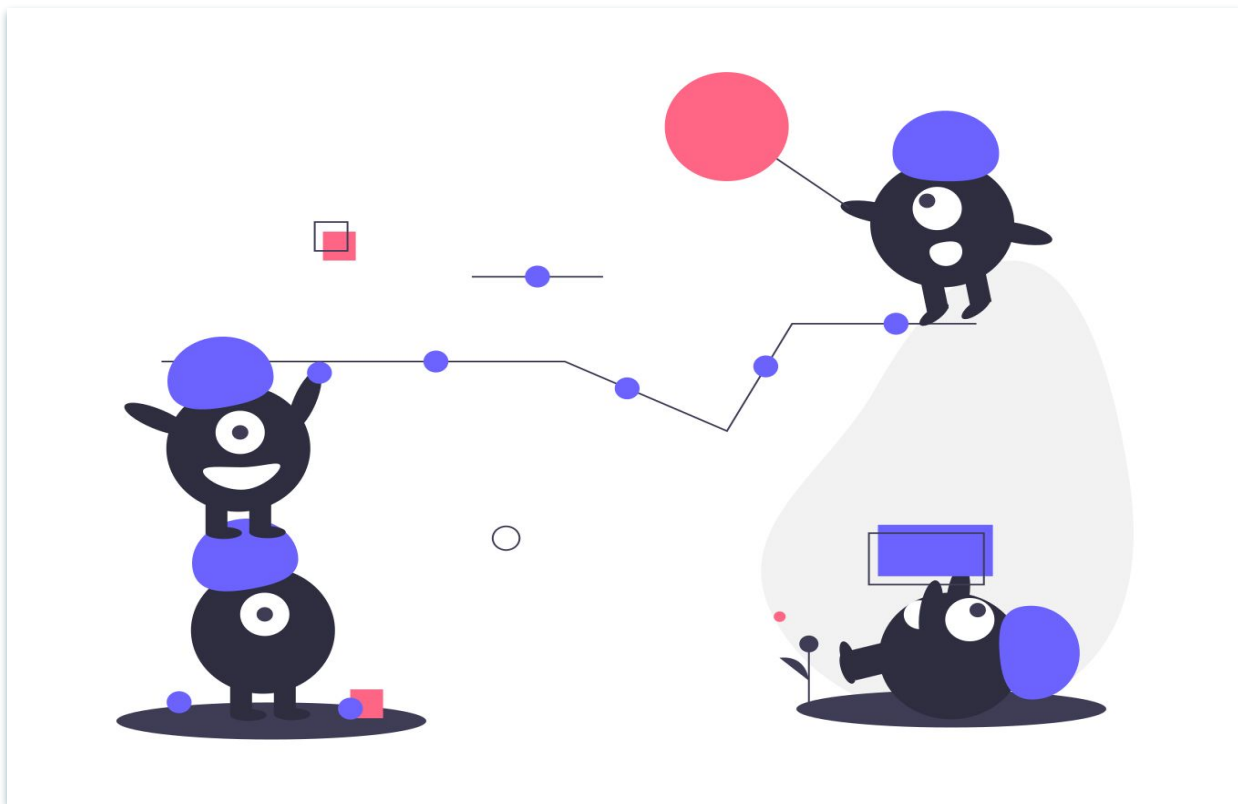
- You are not getting enough questions,  
***reward question-asking***

# Encourage asking Questions

- You are not getting enough questions,  
***reward question-asking***
- You are getting lots of questions,  
***teach them how to ship***

# Create healthy environment

# Create healthy environment



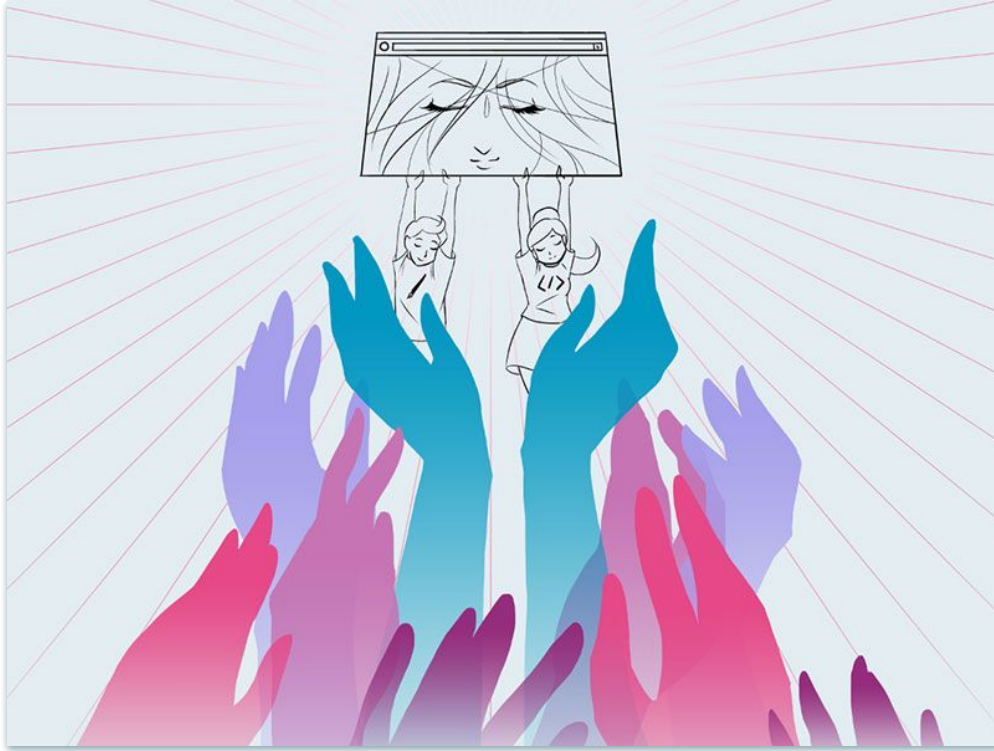
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# **Explain the process & reason**

# Help them to **grow**

# Help them to **grow**



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# Use Inclusive language

~~“Easy”~~

~~“Obviously”~~

~~“Just”~~

# Giving Technical Help!

- Encourage asking questions
- Create healthy environment
- Explain the process & reason
- Help them to grow
- Use Inclusive language

# Successful and Healthy Community



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# Thank You!



# Any Questions?

- **GitHub** - @soniasingla
- **Twitter** - @soniasinglas
- <https://soniasingla.com/>



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