



A guidebook for open source community
management best practices, written by
practitioners of all levels

Karsten Wade • Andy Oram • Ashley Nicolson • Brian Proffitt • Bryan Behrenshausen
Dave Neary • Gordon Haff • Guedis Cardenas • Josh Berkus • Lauren Maffeo
Leslie Hawthorn • Lisa Caywood • Paula Dickerson • Ray Paik • Shaun McCance

Let's stop reinventing the wheel (please)

Community management in 3
steps

Karsten Wade, Managing Consultant
Open Community Architects
FOSSy 2023, 14 July 2023



Introductions & today

0. theopensourceway.org/FOSSY2023
1. Hi, I'm Karsten aka @quaid
2. Why this talk?
3. What are we doing together?
 - Connecting 1:1
 - Considering further connection
4. See a 3-step process in action in a live demonstration



Why this talk?

1. *Showing* a how-to guide doesn't help you learn
 - Thus the live demo ...
 - ... but it's not enough.
 - People need to connect to learn from each other, see where that goes.
2. Every “how and why” talk around Open community management is great:
 - I learn AND I see how much they had to reinvent, e.g. from OSS NA 2022:
 - Anna Filippova, “[Scaling your community...](#)”
 - Karin Wolok, “[Turning users into...](#)”
 - AmyJune Hinline, “[Finding a niche...](#)”

Connection time

Steps:

1. Turn
2. Talk or listen
3. Reverse



#3 Extend liability
coverage to whom
is exposure to uphold
Code of Conduct

#4 Look training for
Committee members with
training mediators and/or
create staffed roles.

STEWARDSHIP
caring for people

Confront as a lens
to social & business
interaction

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 - Maybe I've been doing the "Field of Dreams" technique too long?
2. Three talks I attended at OSS Austin in June:
 - Anna Filippova, "[Scaling your community...](#)"
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Why this talk?

~~Questions~~
 - discussing in a
 single spot
 - people drop the
 knowledge for you

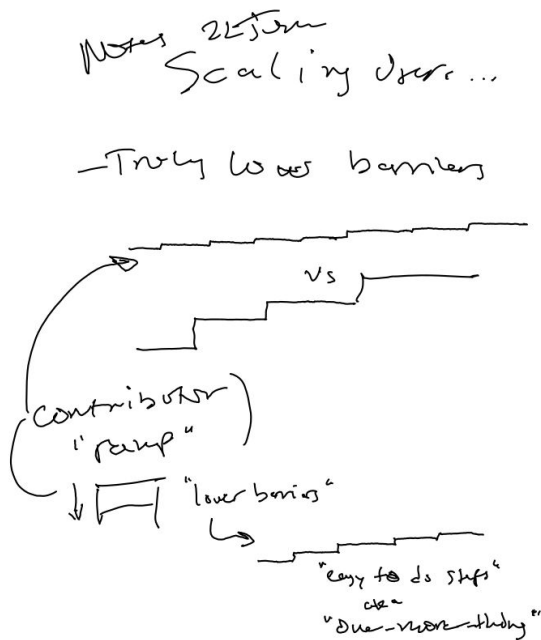
Benny
 Scaling Culture

How to scale "Rudy Rupp" style
 1. Welcoming & inclusive
 - practices are very new
 - feel seen, safe
 - yes CoC etc. when small
 ↳ large have to let
 community moderation arise.

TIP: Introductions
 channel

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Scaling open could...



“One more thing”

vs.

“Do this full review”

Barely perceptible
bubbles

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6/23 AmyJune
- invite to internal Cop
- "Community With Open
Community Stewards"
[9a/16a 1st + 3rd Wed (not Mon or Fri)
13p/20a 2nd + 4th Thu]
REMOVING
THE
BARRIERS
being invited
and being included
are really different

Demo time ...

Our process:

1. **Read and analyze** Read the guidebook and notice the connections to your organization's Open Source experiences
2. **Assess and report** Using the assessment worksheet and guiding chapter, assess and report on each of your Open Source projects or activities
3. **Act on recommendations** Apply the needed practices and remedies from the chapters to your projects (as learned in the worksheet)





What next? CTA time!

Friendly **call to action**:

Make “practice friends” by having *communit*ea (virtual or IRL coffee/tea/bev) **with peers outside of your projects**

Let’s work on **building our sense of community amongst community stewards**

If you need **tools to support or scale** these discussions, we have **theopensourceway.org**



What next? CTA time!

Try out the analysis process on your project or even a different one:

- Study and analyze

- Assess and report

- Act on recommendations w/practices

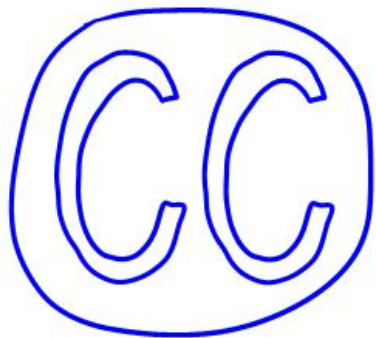
Resources for this demo:

theopensourceway.org/OSSEUDublin2022

Questions?



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Thanks for the journey!

theopensourceway.org

github.com/theopensourceway/guidebook

lists.theopensourceway.org/ (discussion fora)

theopensourceway.org/OSSEUDublin2022

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