



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

<https://theopensourceway.org/FOSSY2023>



# Introductions & today

0. [theopensourceway.org/FOSSY2023](https://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 ... but I see reinvention:
  - Anna Filippova, “[Scaling your community...](#)”
  - Karin Wolok, “[Turning users into...](#)”
  - AmyJune Hinline, “[Finding a niche...](#)”
  - Emily & Matt, “[Growth: Accelerate your...](#)”



# Connection time

## Steps:

1. From the outside edges, every-other person turn inward
2. Person on left speaks first for 1 minute, person on right listens first
3. Listen with *warm curiosity*
  - a. Be aware of *blending* with the story
4. Prompt:
  - a. **“Tell about a time that your community did not have your back and did not show up for you a way you wanted or needed.”**

# 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](https://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

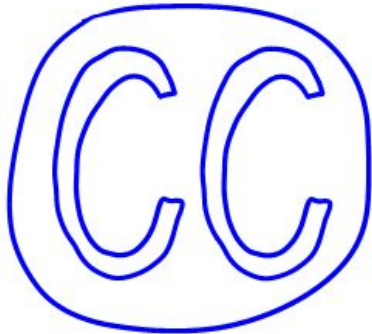
Resources for this demo:

[theopensourceway.org/FOSSY2023](https://theopensourceway.org/FOSSY2023)

# Questions?







Creative Common - Attribution  
(Make as much money as you want  
with this, just mention my name)

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# Image attributions

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# Thanks for the journey!

[theopensourceway.org](https://theopensourceway.org)

[github.com/theopensourceway/guidebook](https://github.com/theopensourceway/guidebook)

[lists.theopensourceway.org/](https://lists.theopensourceway.org/) (discussion fora)

[theopensourceway.org/OSSEUDublin2022](https://theopensourceway.org/OSSEUDublin2022)

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[iquaid.org](https://iquaid.org)

# Why this talk?

#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

Conduct as a lens  
to social & business  
interaction

1. *Showing* a how-to guide doesn't help you learn
  - Thus the live demo idea
  - I think it is the right idea, but not enough.  
People need to connect to learn from each other, see where that goes.
    - 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  
 - pre-empt the  
 knowledge for you

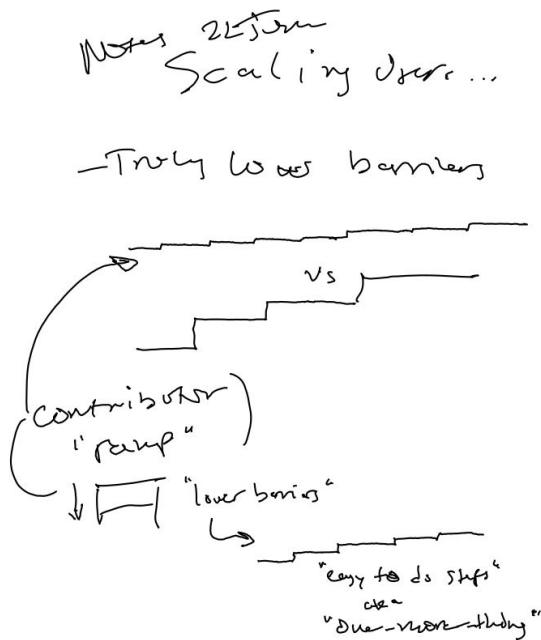
Brian  
 Scaling Culture

How to scale "Rusty Nuts" 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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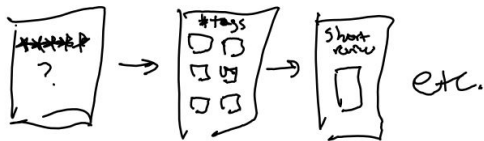
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Scaling ~~own~~ could..



“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