

# WELCOMING PEOPLE

(AND OTHER HARD PROBLEMS)

Slides and prose:  
[github.com/tute/talk-welcoming-people](https://github.com/tute/talk-welcoming-people)

Tute Costa - @tutec

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*“The major problems of our work are not so much technological as sociological in nature”*

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Peopleware: Productive Projects and Teams (1987)

Tom DeMarco and Timothy Lister

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*“We are **humans** working with **humans**  
to develop software  
for the benefit of **humans**”*

<http://humanedev.org/>

# WELCOMING PEOPLE

- Why care?
- Feedback
- Onboarding to your OSS project
- Working with our biased brains
- Make this expected (and normal!)

# WHY CARE? AS PROFESSIONALS

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*“It’s not about adding diversity for the sake of diversity, it’s about subtracting homogeneity for the sake of realism.”*

<https://twitter.com/MaryRobinette/status/545428674812465152>

# Courthouse's Glass Staircase Clearly Not Designed With Ladies' Skirts In Mind

**Margaret Hartmann**

Filed to: IN CONTEMPT 6/09/11 11:18am

25,660



[www.autoblog.com/2012/08/29/theres-a-reason-all-crash-test-du...](http://www.autoblog.com/2012/08/29/theres-a-reason-all-crash-test-du...)

**autoblog**

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REPORT Aug 29th 2012 at 8:28AM 31

## There's a reason all crash test dummies were male until last year



Last year, government regulators made female [crash test dummies](#) a mandatory part of crash evaluations for the first time in collision evaluation history. Until then, manufacturers had been content to use dummies patterned after the average American male.

Zach Bowman

Safety advocates have argued for years that designing for male occupants present problems for smaller females. When [airbags](#) deploy, they're meant to strike occupants in the chest, but smaller

www.macrumors.com/2015/04/29/apple-watch-sensors-tattooigate/  

Front Page Mac Blog iOS Blog Roundups Buyer's Guide

iPhone 6s Apple TV iOS 9 OS X El Capitan watchOS 2 iPad P

## Some Tattoos Found to Interfere With Apple Watch's Sensors

Wednesday April 29, 2015 8:51 am PDT by Joe Rossignol

A growing number of users have turned to social networks claiming that full sleeve tattoos, ones that stretch to cover the wrist, interfere with the Apple Watch's heart rate sensor and skin contact registration. Consequently, some Apple Watch users with tattoos have been unable to receive notifications and are frequently prompted to re-enter their passcode, if one is set, on the wrist-worn device.



 iMore

A popular [Reddit thread](#) discussing the issue has received nearly 700 upvotes and

# WHY CARE? AS HUMANS

*When someone has been discriminated against or is a minority, the status quo is in and on itself unfair. [...] If you are picking names out of a hat that's not sufficient because they are in the minority, they have less chance to be picked out of the hat. And so it does require you to change your mindset, and make an effort to reach out to people who are in a minority status in the group, and make sure they are included.*

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Chad Pytel, developer and CEO of thoughtbot

<http://betweenpipes.com/2015/06/25/Pytel-Fernandez/>

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# FEEDBACK

Actionable, specific, and kind

Encouraging, and within recipients scope of skills

**EVERY PERSON KNOWS  
SOMETHING YOU DON'T**

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# ONBOARDING TO YOUR OSS PROJECT

“Landing page” for your projects. Show/link to:

- Communication channels
- Installation instructions
- Usage examples
- Contributing guidelines



girldevelopit / gdi-new-site

Watch ▾ 35

Issues

Pull requests

Labels

Milestones

Filters ▾



is:open label:"Beginner Friendly"

Clear current search query, filters, and sorts

➊ 7 Open ✓ 44 Closed

Author ▾

Labels ▾

Milestones ▾

➊ Add link to curriculum site on /materials

#360 opened on Aug 28 by EliseWei

➊ Make chapter-level sponsors more visible (design)

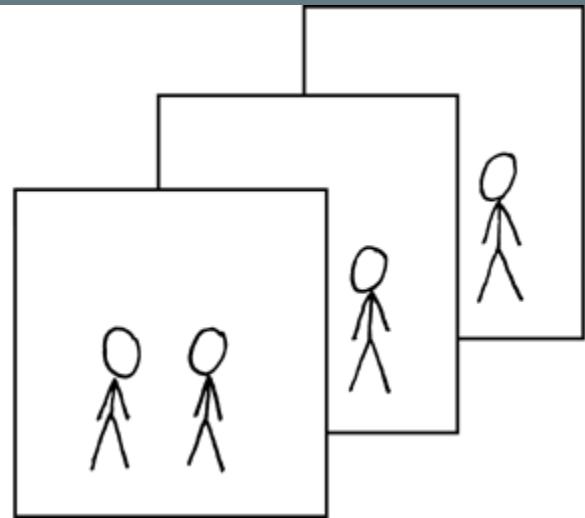
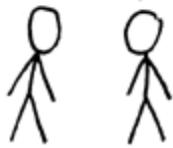
#345 opened on Jul 30 by Roenok 0 of 2

➊ SUGGESTION - Include expanded/collapsed icon on accordians

#343 opened on Jul 30 by Roenok 0 of 3

SOMETIMES I FORGET  
HOW TO DO SMALL TALK.

HEY!  
I HEY, MAN!  
WHAT'S UP?  
I  
HOW'VE YOU  
BEEN?  
WELL...



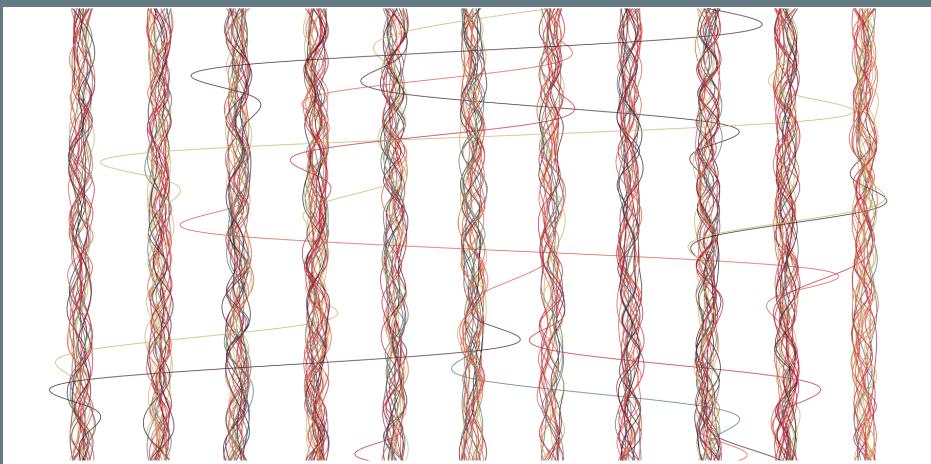
UH, YOU OKAY?

YEAH! IT'S JUST AN  
INTERESTING QUESTION.  
I'M TRYING TO DECIDE  
WHAT BEST SUMS UP MY-  
HEY. CONVERSATION. /

SNAP  
OH, RIGHT. I'M  
FINE. YOU?

# DURING CODE REVIEWS

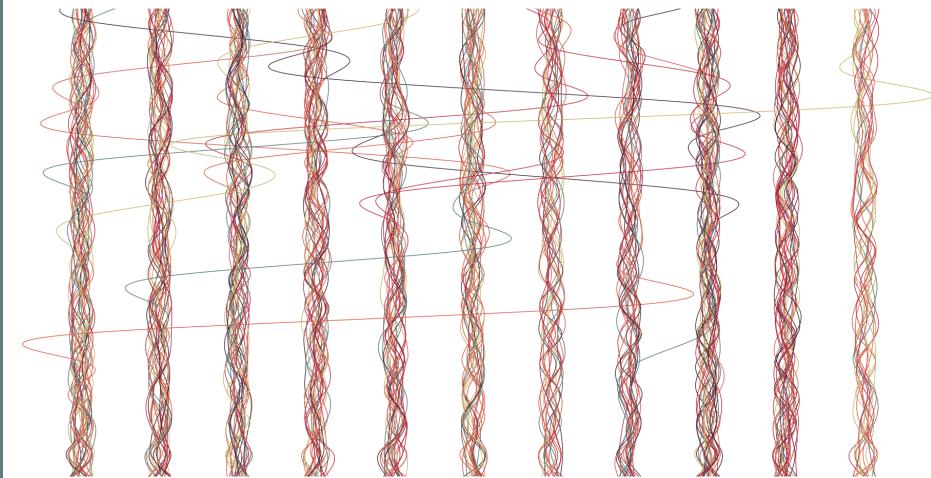
- Try to respond to every question and comment
- If you disagree strongly, consider responding in a while
- Don't assume people share your context. Avoid words like "basically", "simply", "clearly", "obviously", etc
- Previous comments on "feedback" apply



# Maintaining Open Source Projects

by Tute Costa

thoughtbot



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# UNINTENTIONAL MIRRORING

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*“Treat all your contributors as if they are the most valuable resource, and they will respond by becoming your most valuable resource”*

“The Cathedral and the Bazaar” (10th lesson)

# WELCOMING PEOPLE

- Why care?
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- Micro-aggressions
- Working with our biased brains
- **Make this expected (and normal!)**



# COMMON KNOWLEDGE

STATING SOMETHING PUBLICLY

(EVEN WHEN OBVIOUS)

CAN CHANGE HOW A GROUP OF PEOPLE

FEEL AND BEHAVE

**LET'S CAREFULLY TALK ABOUT SALARIES,  
ABOUT MICROAGGRESSIONS,  
ABOUT GENDER AND RACE RATIOS**



**KEEP  
CALM  
IT'S ONLY  
A DIFFICULT  
CONVERSATION**