



1 Katheryn Sutter, PhD

IRC:Delib, <http://delib-rated.org> home-rolled site

1.1 tinkerer, "super user" of Debian & derivatives since 2003

Computer user since 1976.

1.2 community development & policy analysis

1.3 FYI

I do sensitive analysis of participatory-democratic discourse. I don't claim to be a perfect communicator! Apologies.

2 Community Healing After Crisis: Re-establishing Norms, Trust, & Truth

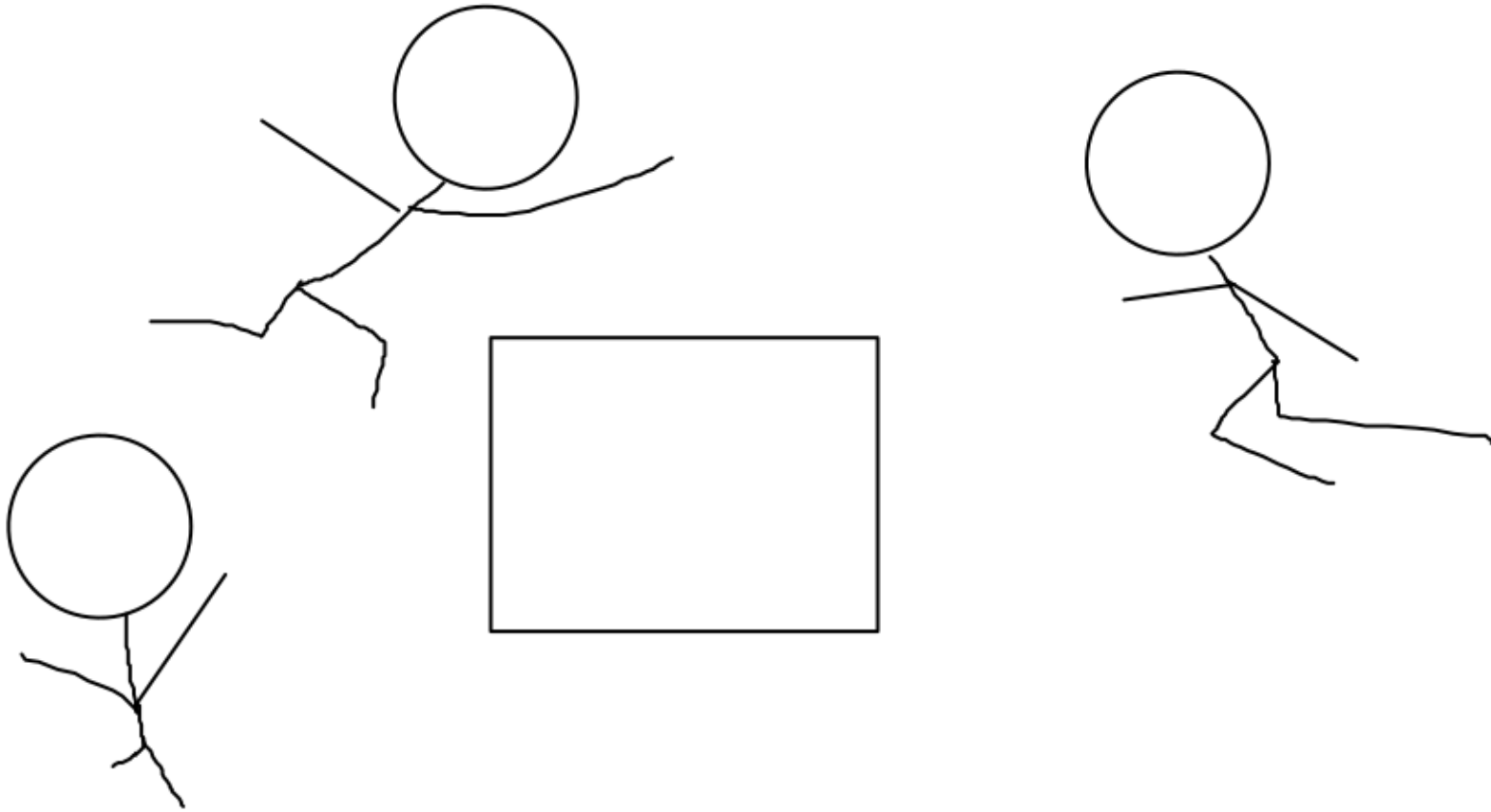


Figure 2: community of participants around a thing

3 Communications in crisis

3.1 Innapropriateness

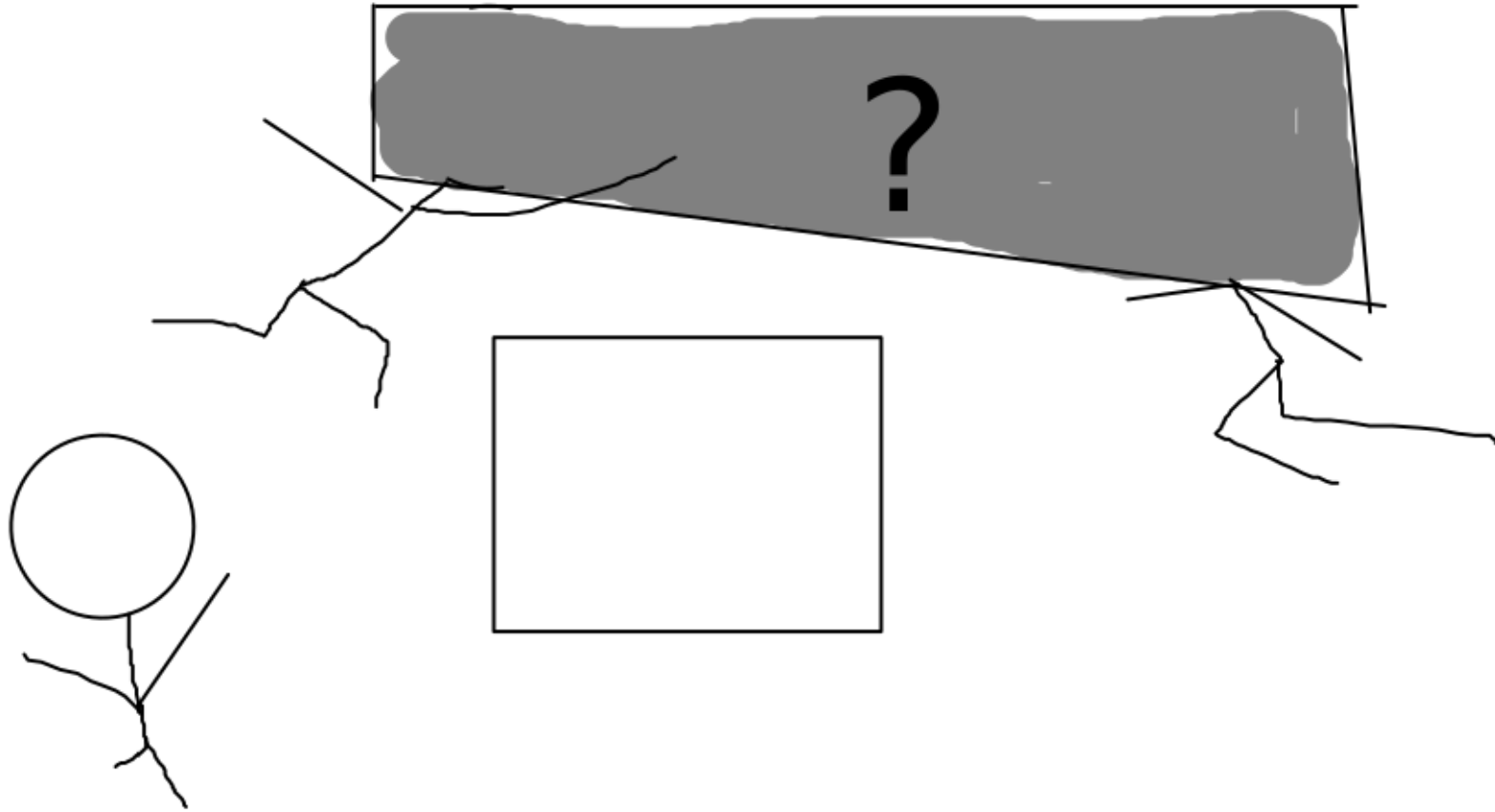


Figure 3: conflicting interpretations of the situation

3.2 Mistrust

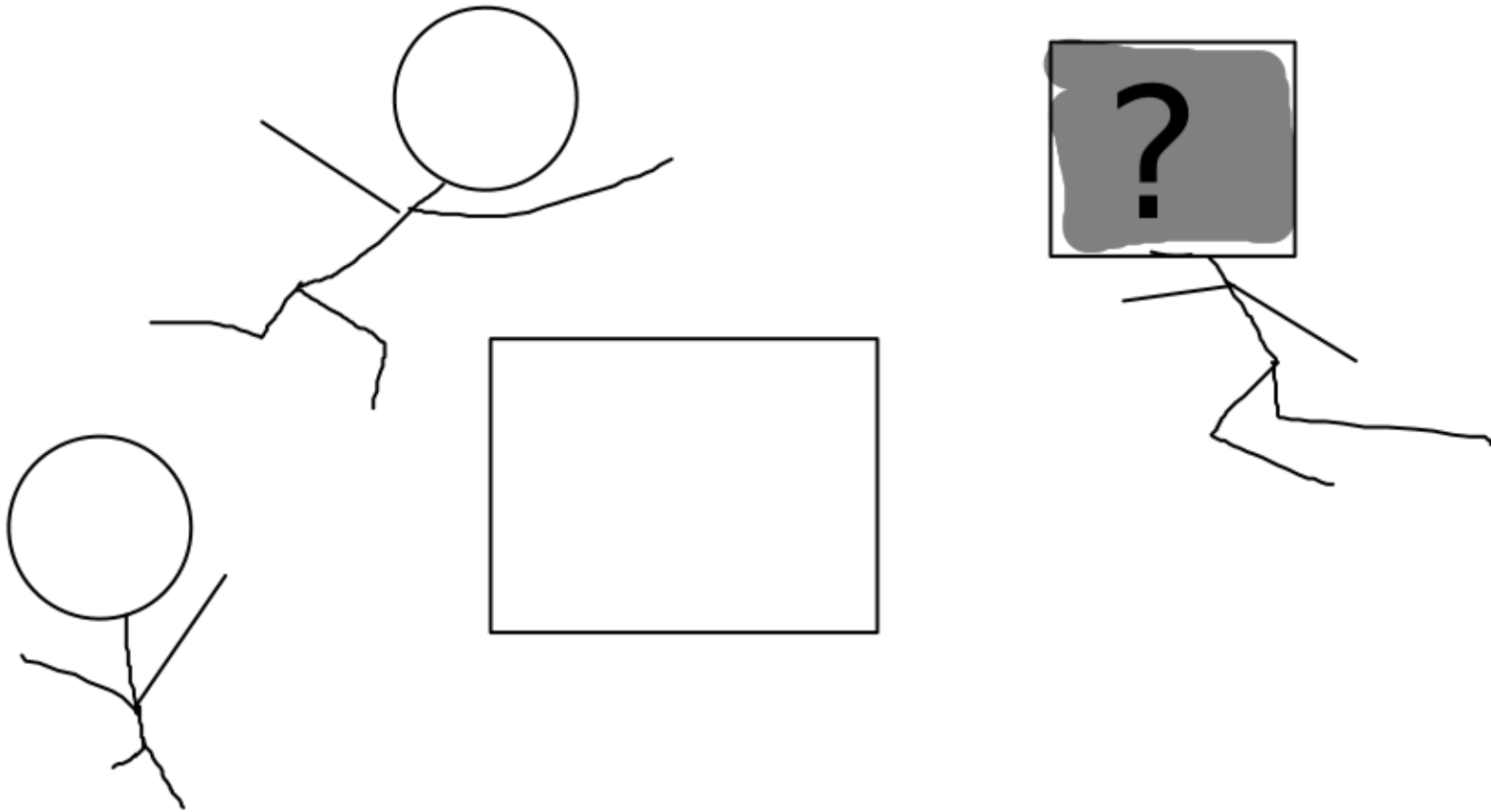


Figure 4: Know less about what is going on inside others.

3.3 Untruth

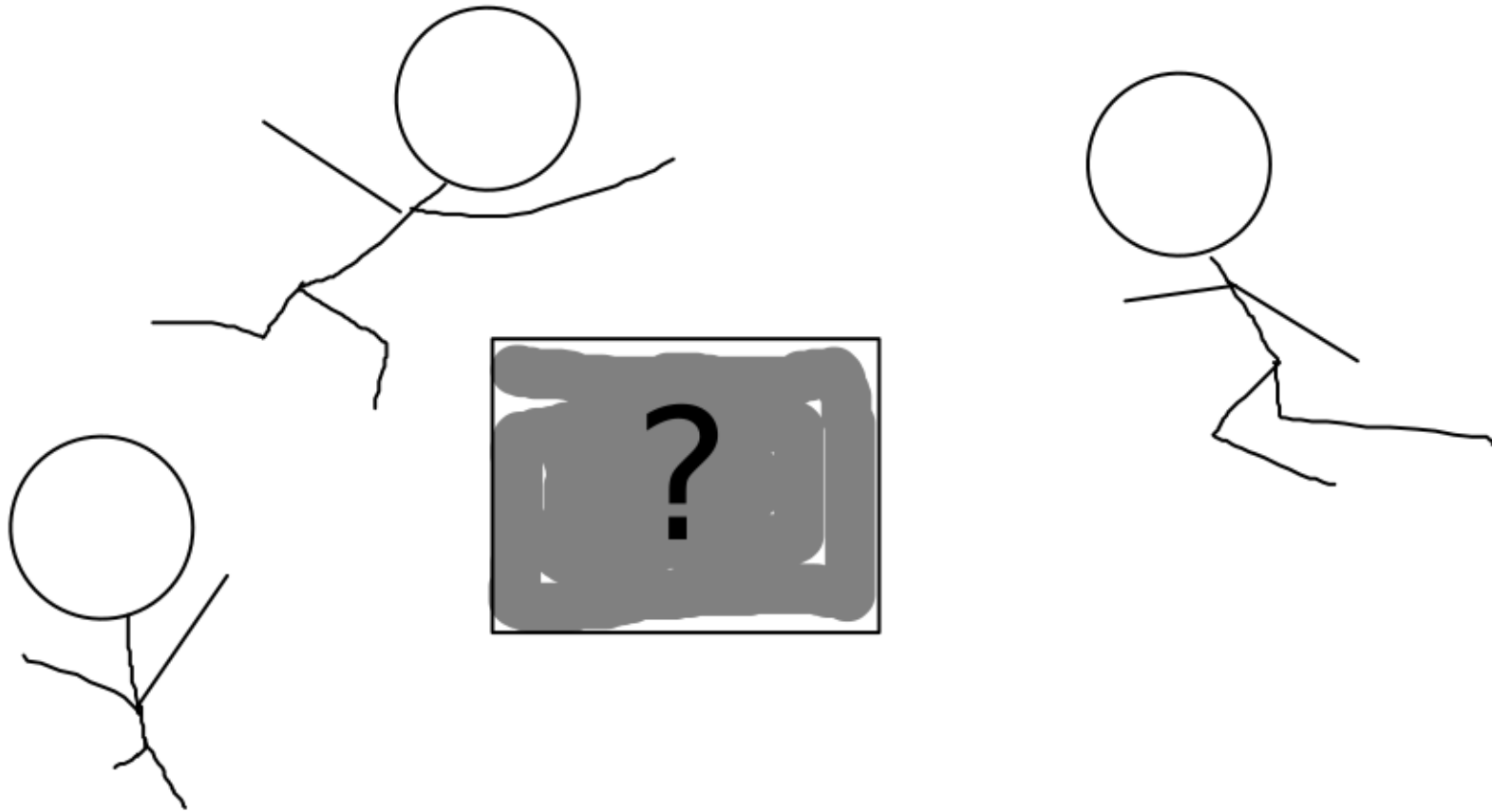


Figure 5: Objective facts not verifiable or derivable.

3.4 When one of them is disrupted we rely on the others

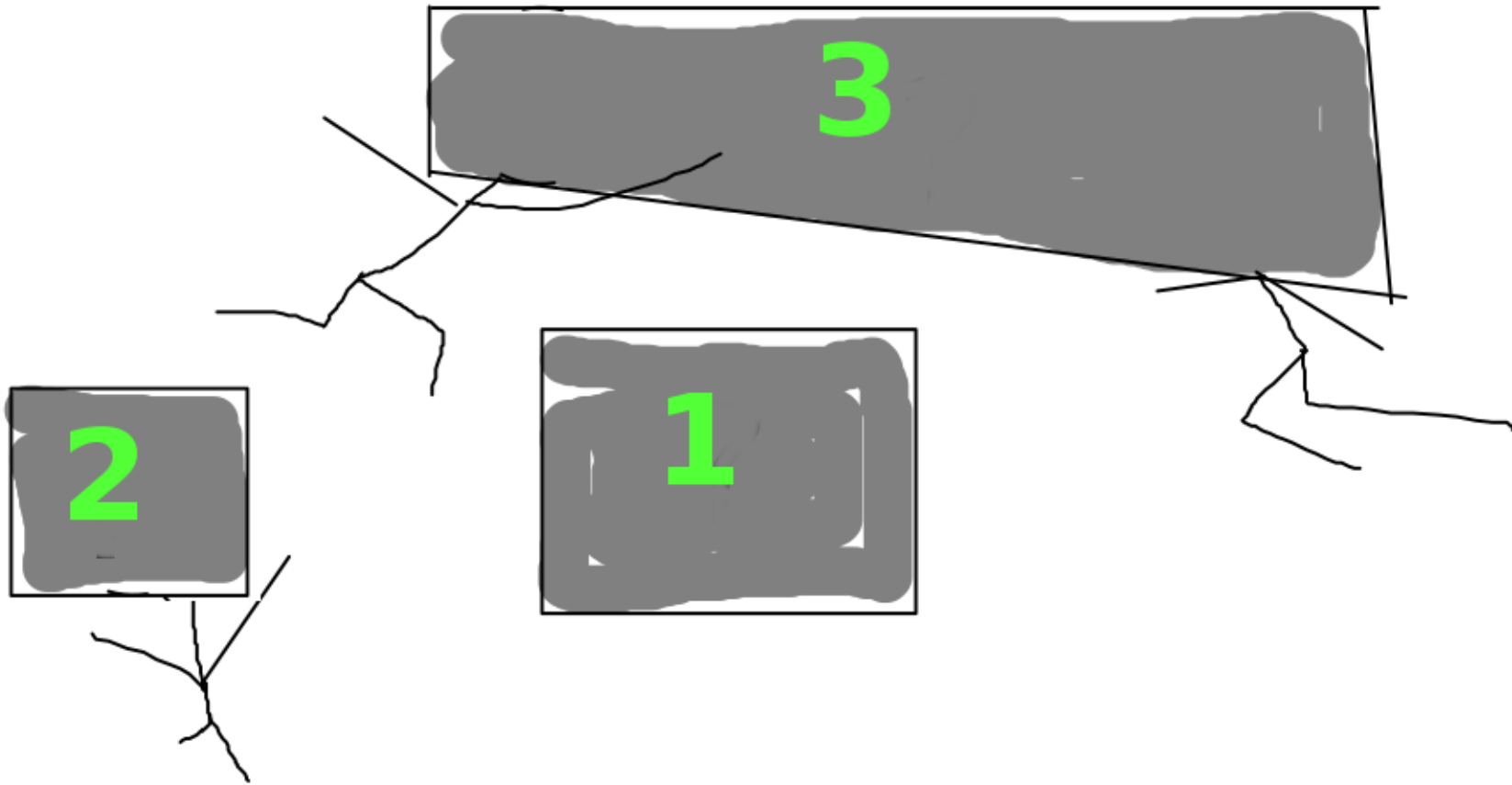


Figure 6: When all three are disrupted, we lose our hive mind.

4 Software community strengths

4.1 NORMS

4.1.1 Well established culture for distributed-communications

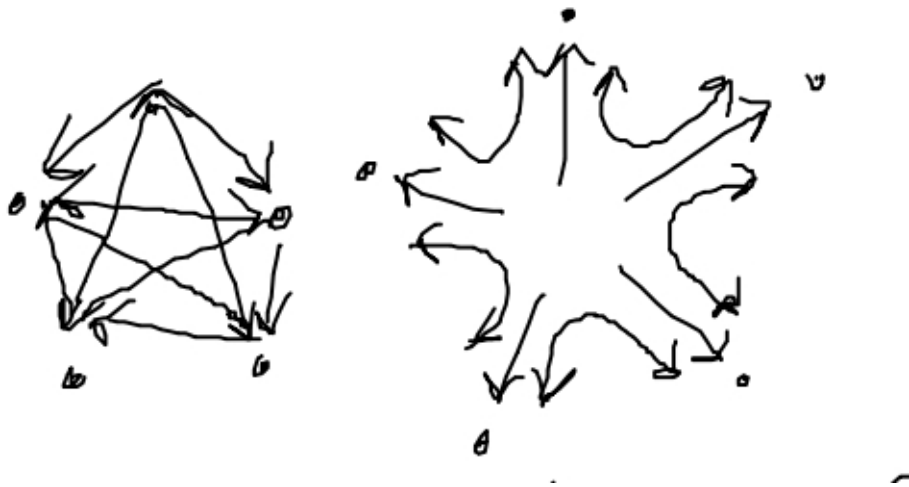
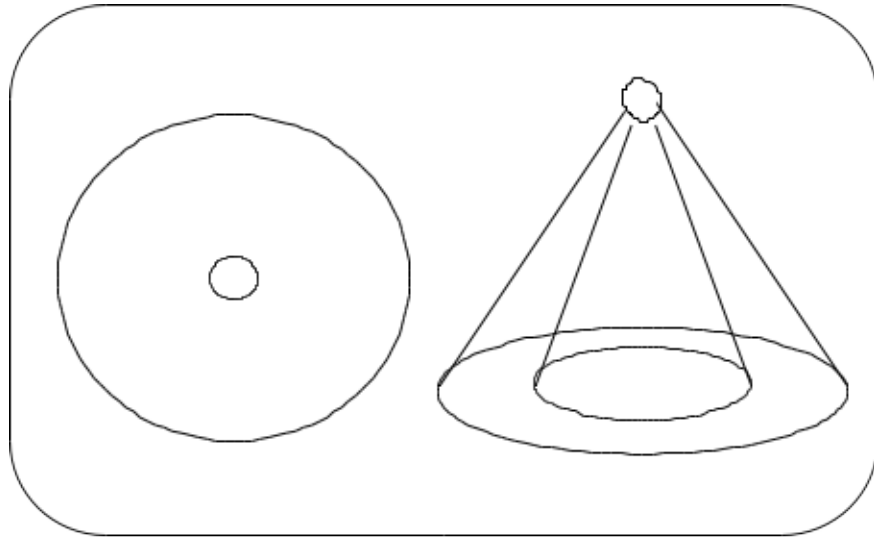


Figure 7: both centralized & peer-to-peer communications

4.1.2 issue tracking, forum threading & revision control



4.1.3 a mission of common benefit

4.1.4 Outspoken individualism

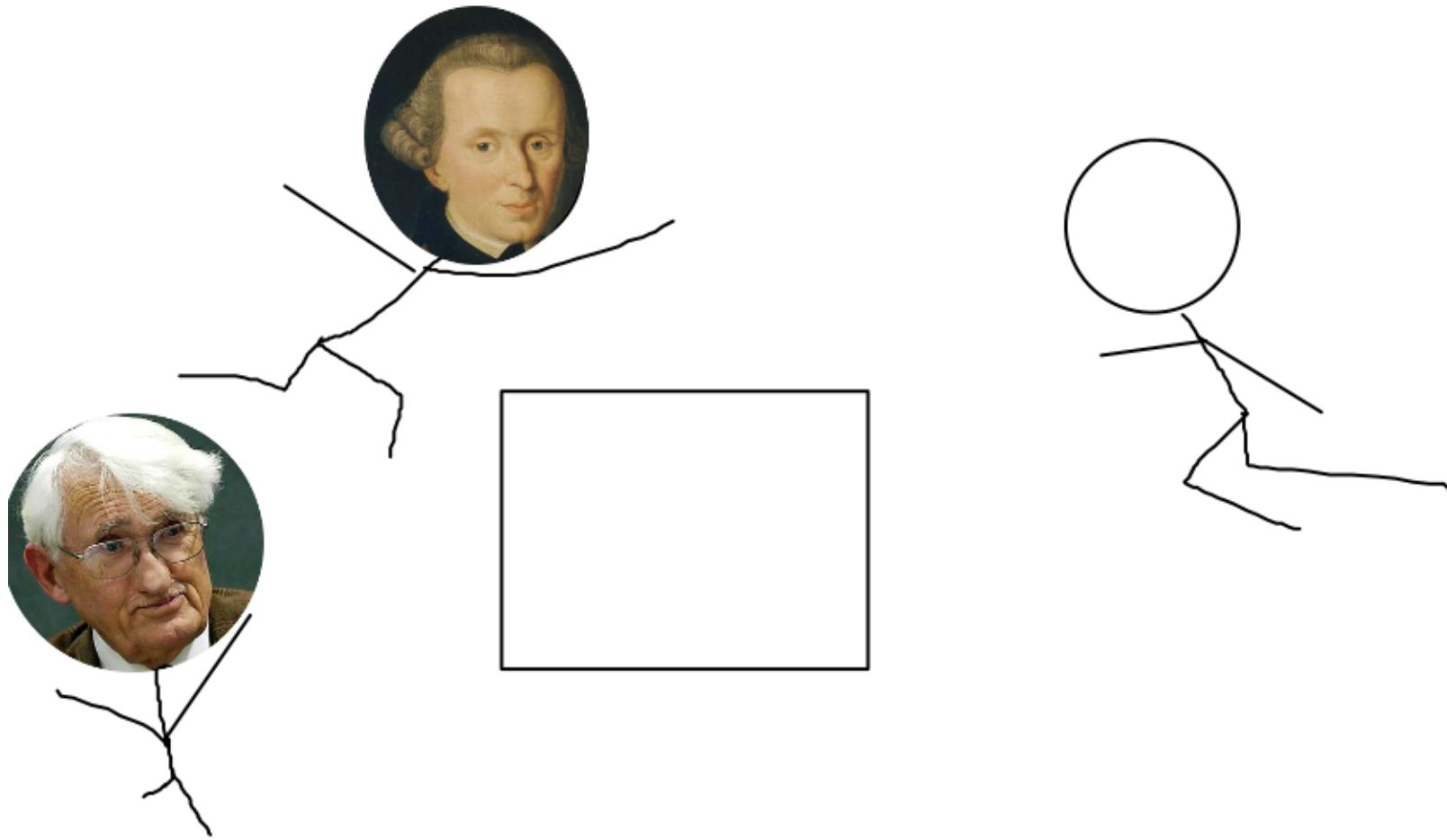


Figure 9: Wide opportunity for expressing differing insights

4.1.5 Self-governing communities

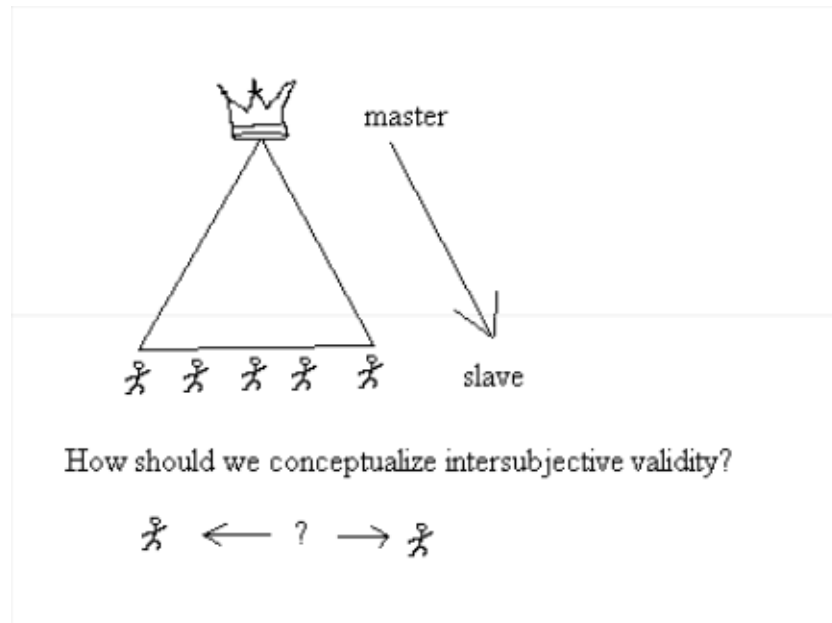


Figure 10: relatively horizontal power-structures

4.1.5.1 setting their own expectations & standards

4.1.5.2 developing trust between participants

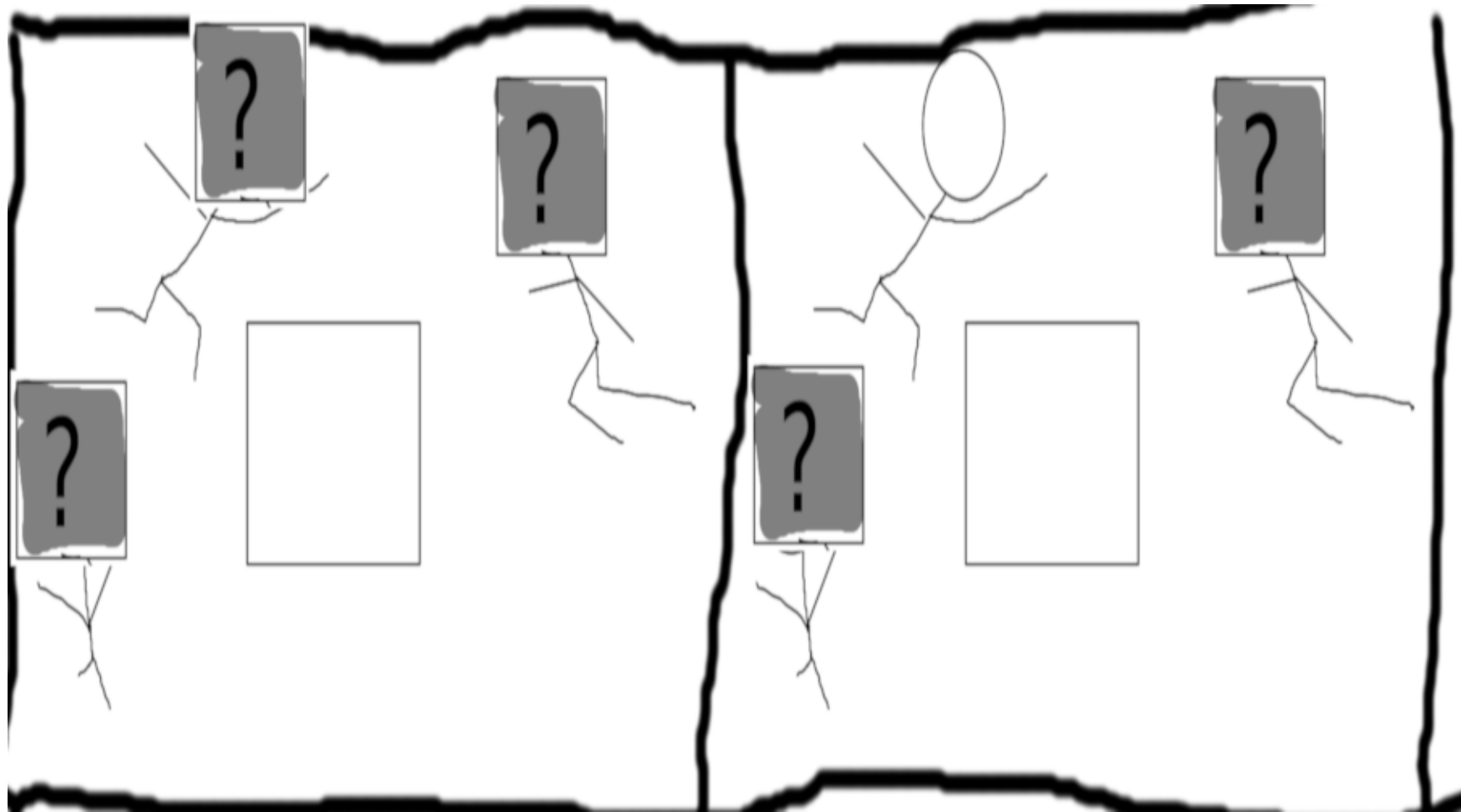
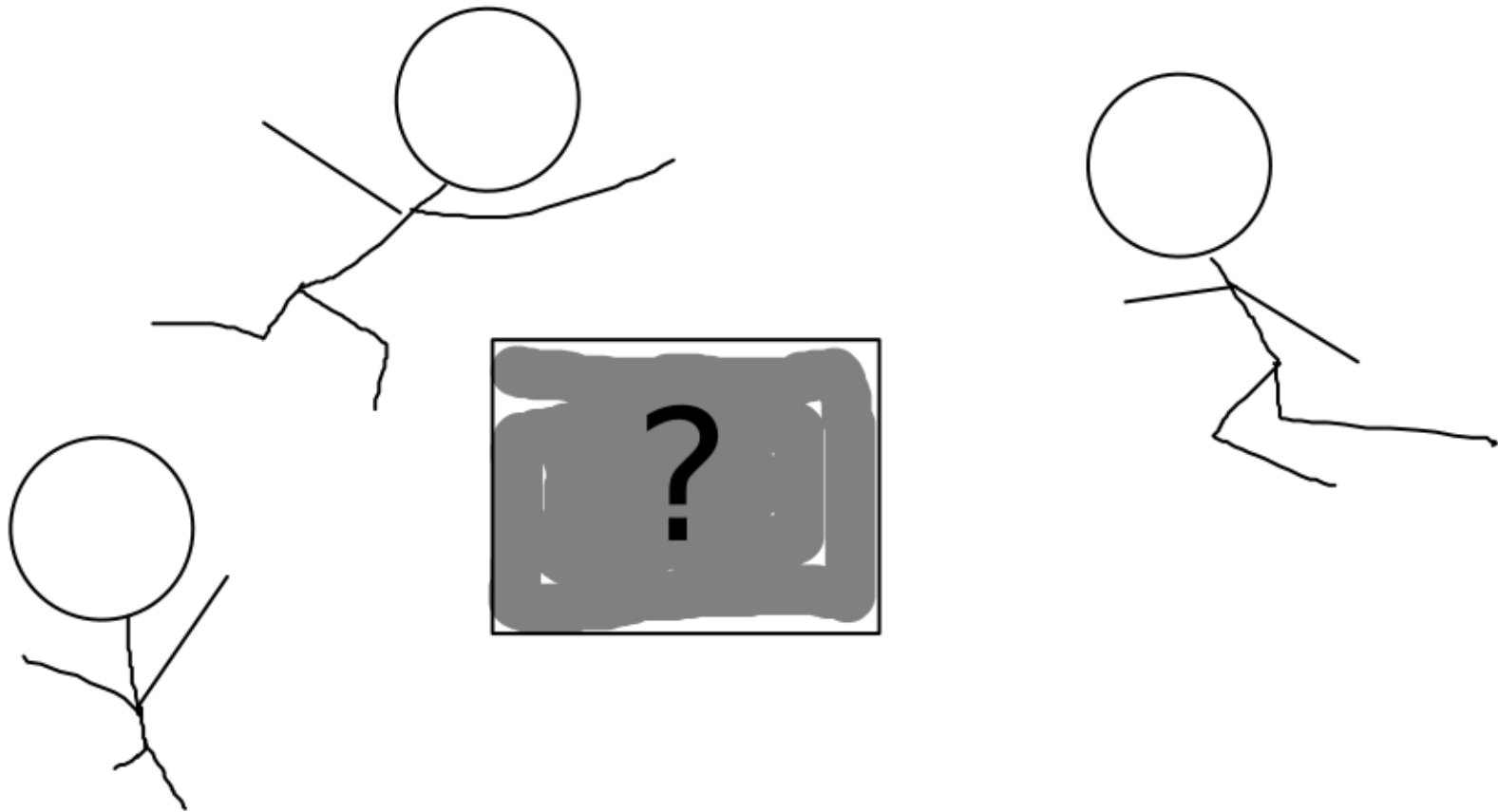


Figure 11: Trust is developed with experience over time.

4.1.5.3 evaluating their facts

4.1.5.3.1 slide7



4.1.6 Large & valuable commons

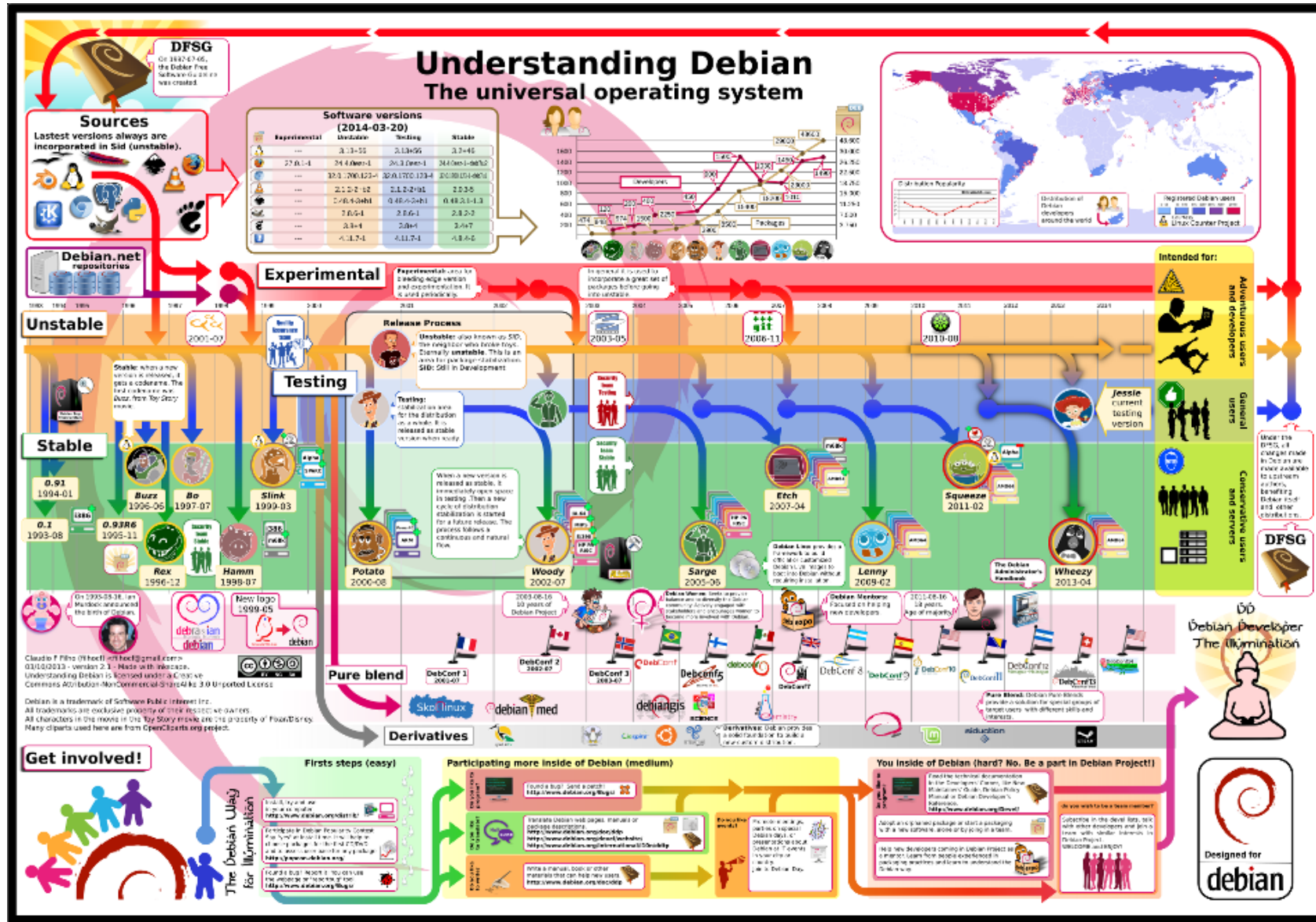


Figure 13: Free software commons are processes, not just products.

4.2 TRUST

4.2.1 voluntarily involvement (individuals, or companies)

4.2.2 Wide efforts for safer spaces & wider community representations

4.2.3 informal face-to-face meetings

4.2.4 Shared histories

“We’ve worked
on that
for years!”

Figure 14: large numbers of resilient developer communities with shared histories of problem solving

4.2.5 Diverse interests

Participants are free-software developers, providers, and users at all level, including maintainers of the world's communicative infrastructure. IT staff of mega-businesses are among our user groups & developers, because they understand all businesses' reliance on the fre-software ecosystem.

4.3 TRUTH

4.3.1 engineering culture has strengths with objective reasoning

4.3.2 bug reporting



Figure 15: Users and coders all have contributions to make, regarding failures, errors, and missed features.

5 Recommendations

5.1 NORMS ARE ABOUT UNDERSTANDINGS

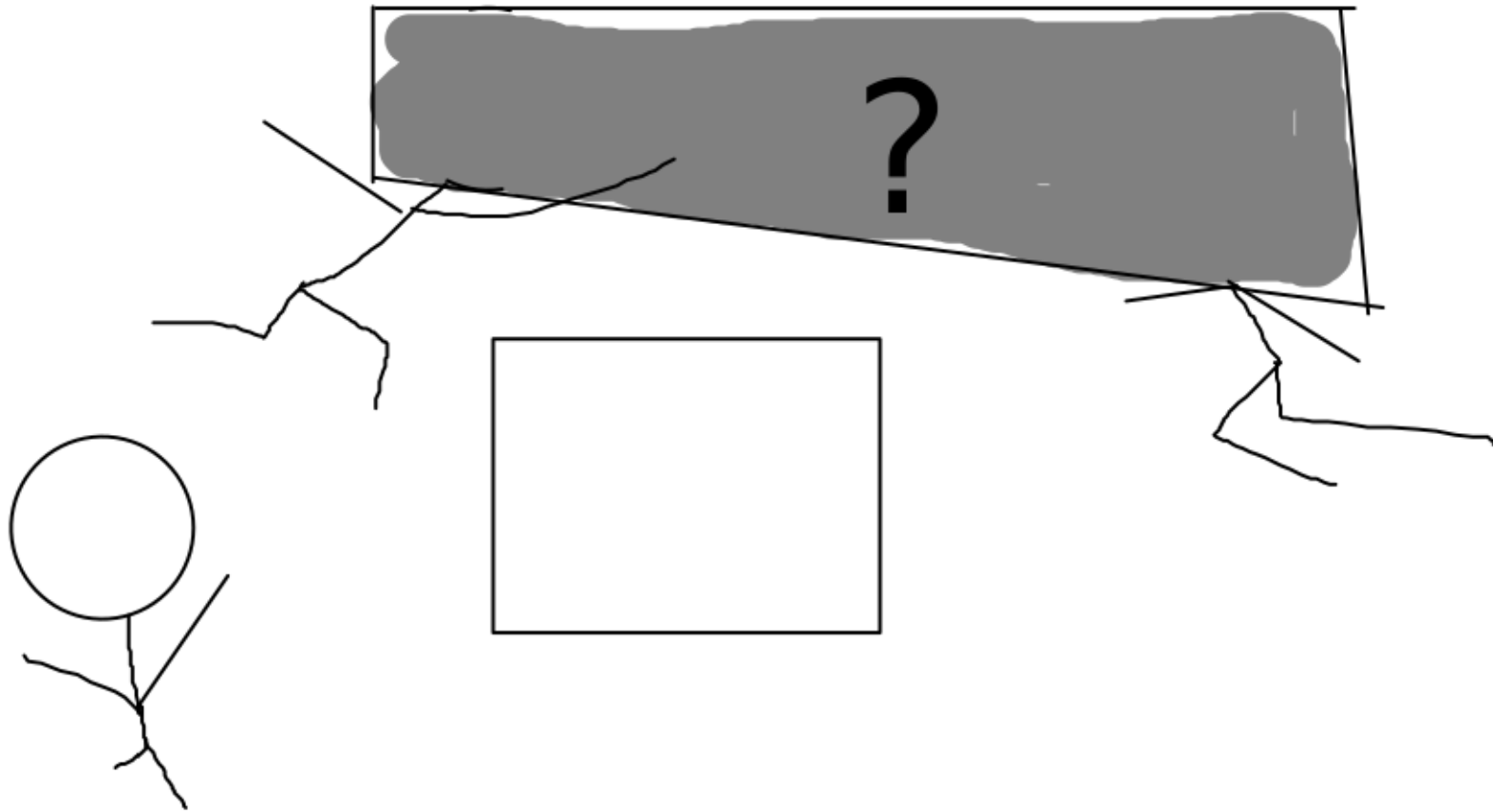
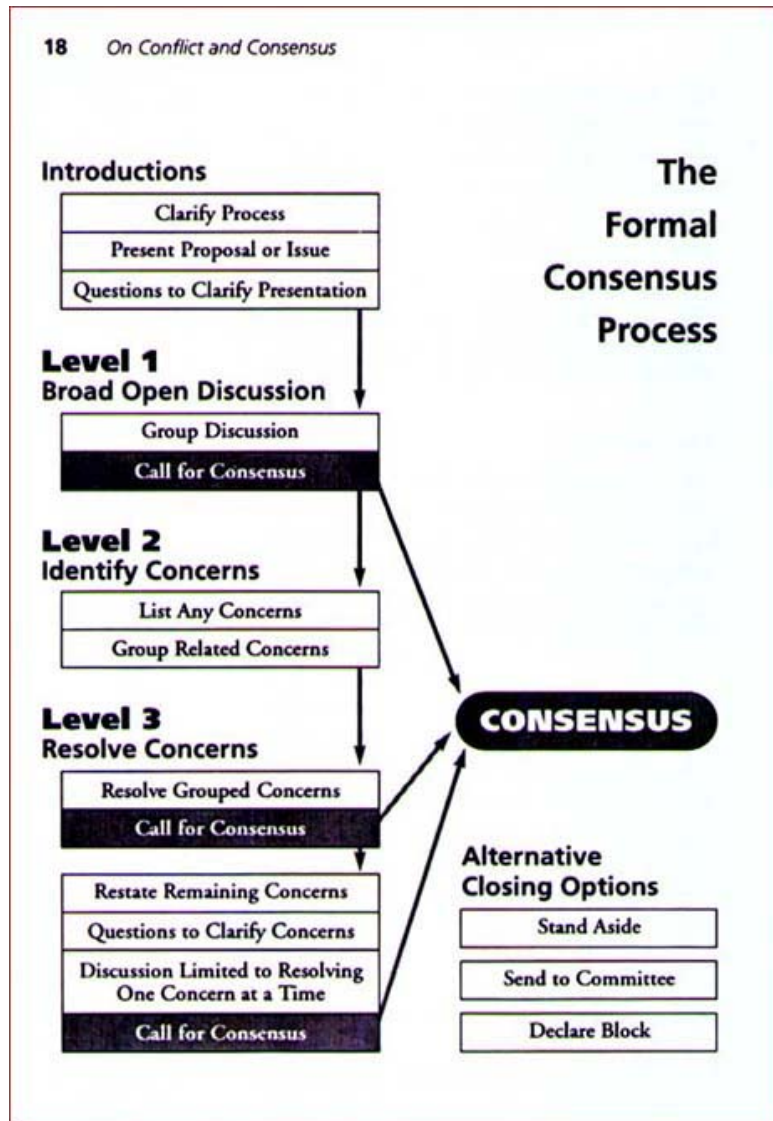


Figure 16: "Over 90% of communication is finding the channel."

5.1.1 Formalize norm-setting processes when communications are going well.



5.1.2 Create safe places for conflict

where disruptive ideas can be aired honestly, where care is taken to respect unfamiliar messages, unfamiliar messengers, and unfamiliar ground-rules.

5.1.3 Interrupting issue-topics to discuss representation, only when required to understand the speaker.

5.2 TRUST IS ABOUT REPRESENTATION AND REPUTATION

5.2.2 Open standards are an example of historic alliance-building

5.2.3 Assume good will.

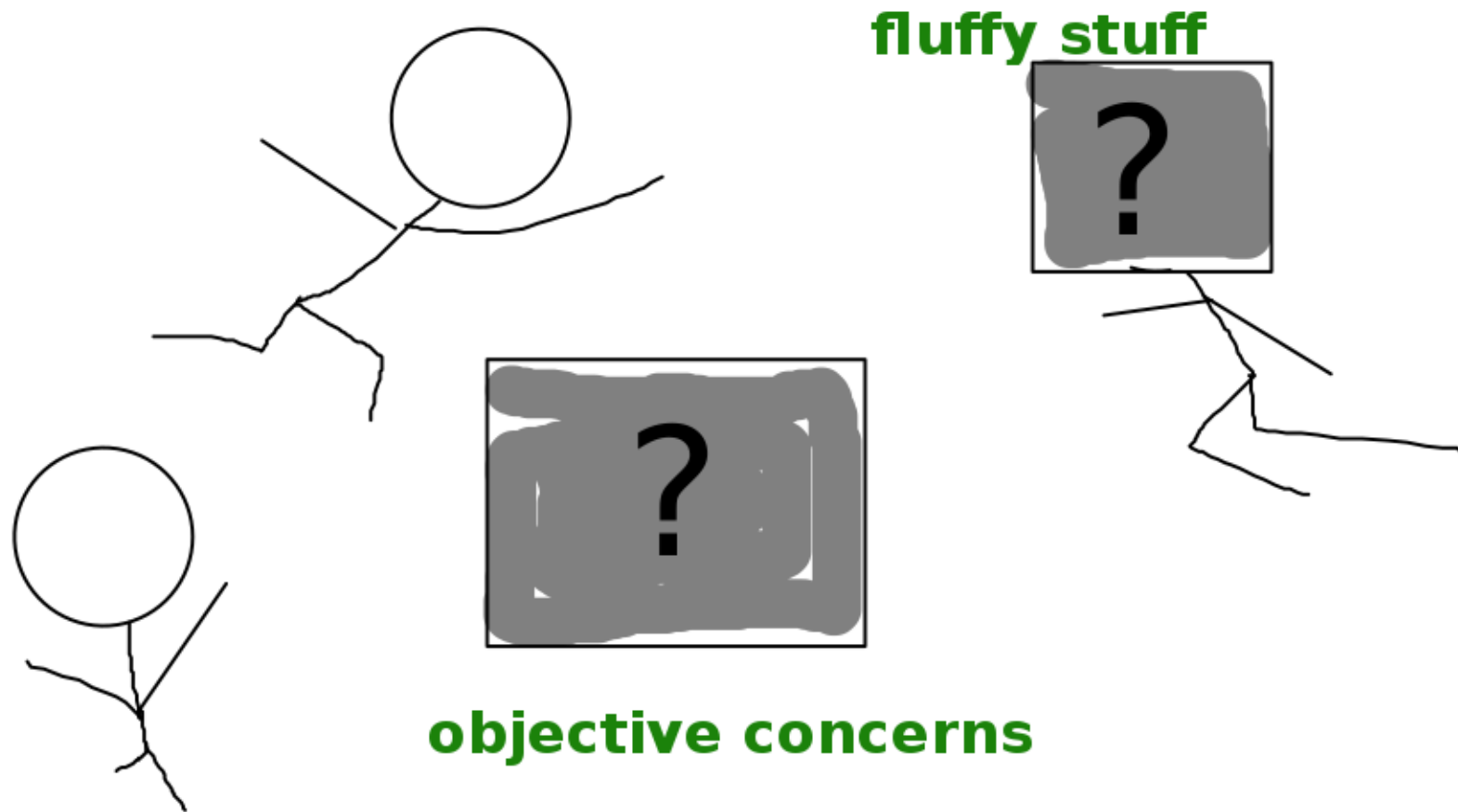


Figure 19: You are writing for the future.

5.2.4 Re-knitting fractures & building historical alliances

5.2.4.1 Marketing analytics are defining all communities into smaller and smaller fragments.

5.2.4.2 But you don't need to know anything about girls, or football, or cars, or social justice, to know free-and-opensource-software makes good sense.

5.2.4.3 You don't need to know how to write good code to know the digital commons is crucial to everyone.

5.2.5 help those around you clarify and state thier truths as trustworthy members

so a new normal can potentially emerge.

5.2.6 Efforts at systematic inclusion

Buddies, chance encounters, school training, job requirements & hacking experiments are supplemented with invitations, scholarships and internships.

5.3 TRUTH IS ABOUT OBJECTIVITY

5.4 DELIBERATION HAS STEPS

5.4.1 PRESENTING

5.4.1.1 Reduce obstacles in making presentations.

5.4.1.1.1 Responding to a participant's topical contribution with an off-topic question or comment about their difference.

5.4.1.1.2 Interrupting on-topic discussion, in order to request special intimacy, based on some off-topic attraction.

5.4.1.1.3 Insisting some classes of people must always be ready for these interruptions.

5.4.2 RAISING CONCERNS

5.4.2.1 reduce obstacles in raising concerns

5.4.3 ADDRESSING CONCERNS

5.4.3.1 reduce obstacles in addressing concerns

5.4.4 VALIDATING UNDERSTANDINGS

5.4.4.1 obstacles in validating understandings

5.5 END

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