



Nova 2021



How to deal with toxic people



Gina Häußge

- 38 years old
- Software engineer
- Maker
- Hobby baker
- 100% Nerd
- Creator & Maintainer of OctoPrint



Bad Behaviour



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Entitlement

Wow, this bug is still open,
six months later? Get off
your lazy 🤖 and fix it already!

Why isn't this obscure
feature implemented
already that I need
for my personal workflow?

How rude of you to refuse
to implement something I want!



Frustration

This crap has cost me a 12h
print job, shame on you for
ever releasing this!

WELL THANKS FOR NOTHING!

I just updated and
nothing works anymore,

THIS IS THE LAST TIME I UPDATE!



Attacks

LOL, you clearly SUCK as a dev!

Whoever designed this
steaming pile of 🤡
should be shot!

Stop writing software, you 🤡

🤡 YOU!!!



Coping strategies



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First: Disengage & cool down

- Don't answer hot-headed
- Let off steam **offline**
 - Heavy bag, jumping jacks, brisk walk, count to 100 and back down
- Initial **stress response cycle** needs to run through
- Only then respond



Stress response cycle?



Realities

- Open Source = no demands but **collaboration & cooperation**
- Not just code, everything helps!
- “Patches welcome” 💬



Boundaries

- Open Source Maintainers are people and deserve **respect & decency**
- Make overstepping clear
- Enforce community rules (CoC)
- Refer to snarky.ca/the-social-contract-of-open-source/



Additional Measures

- Don't work on the issue (if it only affects the abuser)
- Point the abuser to the door
- Ban hammer (last resort!)
- You don't have to accept abuse – and for the sake of the project you actually **shouldn't**



How the community can help

- “This is just like it is in Open Source!” 🗨️
- Call out bad behaviour
- Always remember **yourself** that there is a human on the other end



Thank you for your attention!

Slides: foosel.net/slides/nova2021.pdf

