C) Stars

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



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?

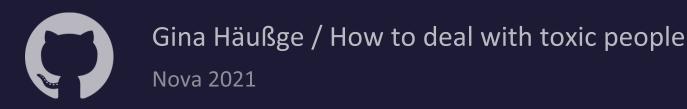
How rude of you to refuse to implement something I want!

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 (1967)



Coping strategies



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!" \$\equiv \text{\text{\text{open}}}\$
- 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

