

# 25 things I wish I knew before becoming a community organizer

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@jhibbets | #scale17x

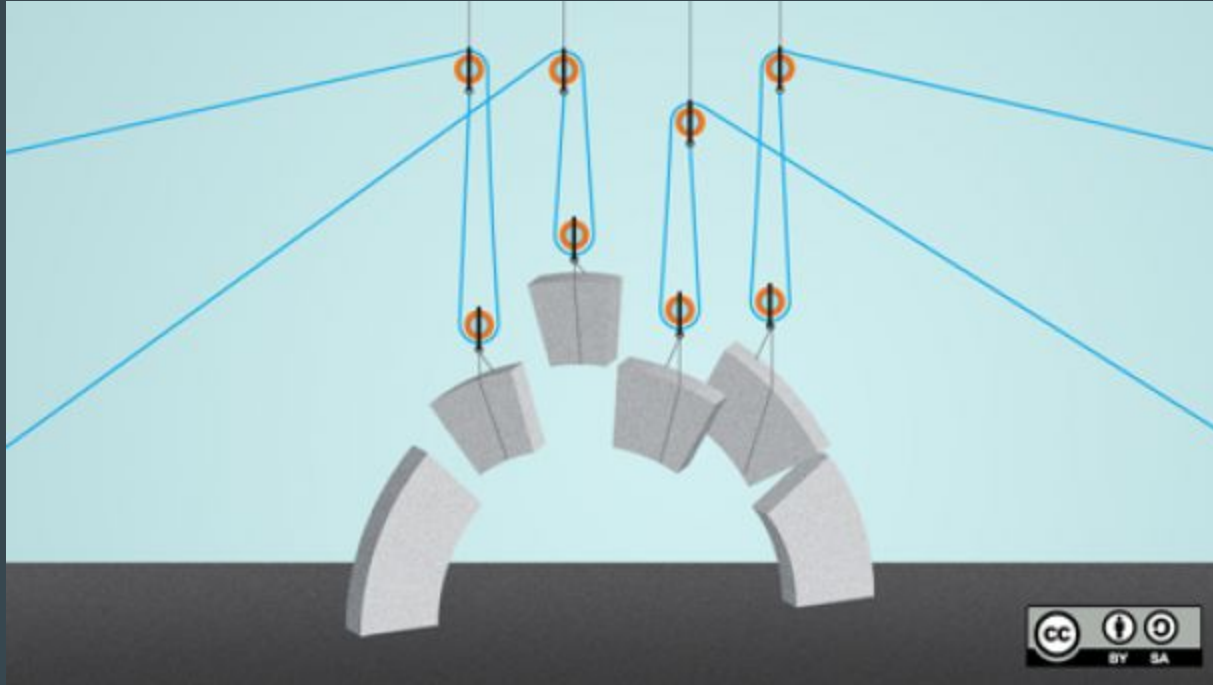
# Shared purpose and passion



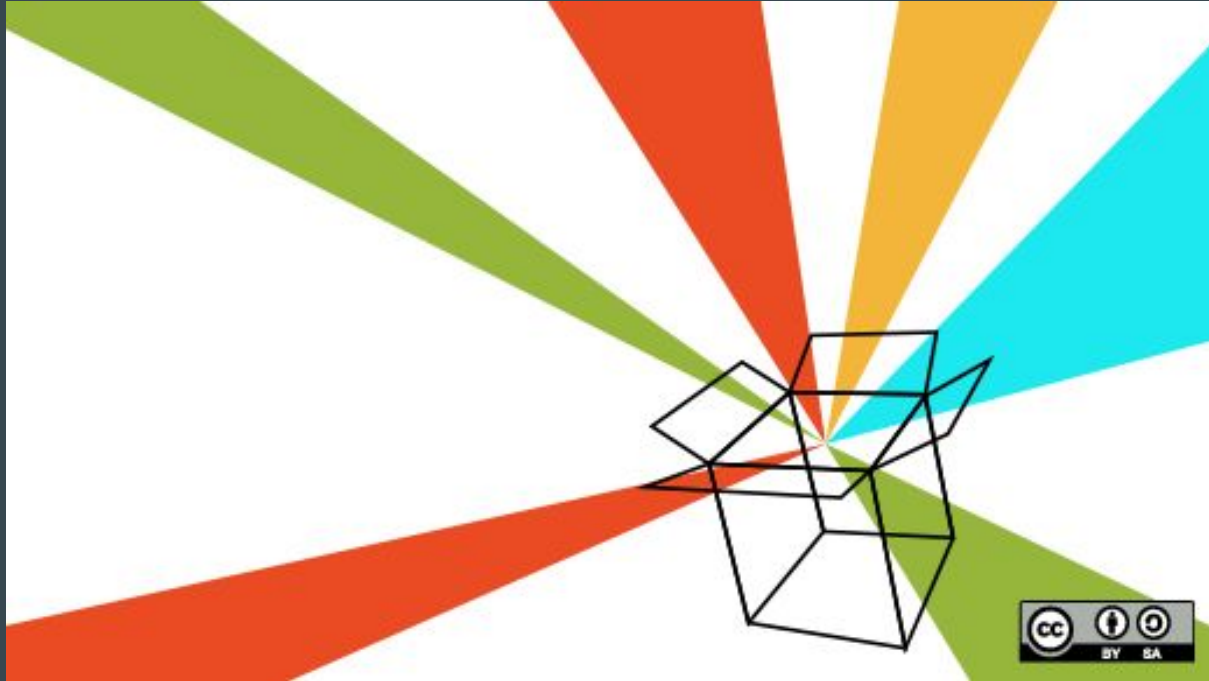
# What are the different roles of a community organizer?



# Understand the talent and motivations of participants



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# Find your superstars and let them shine



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# Be prepared and communicate effectively





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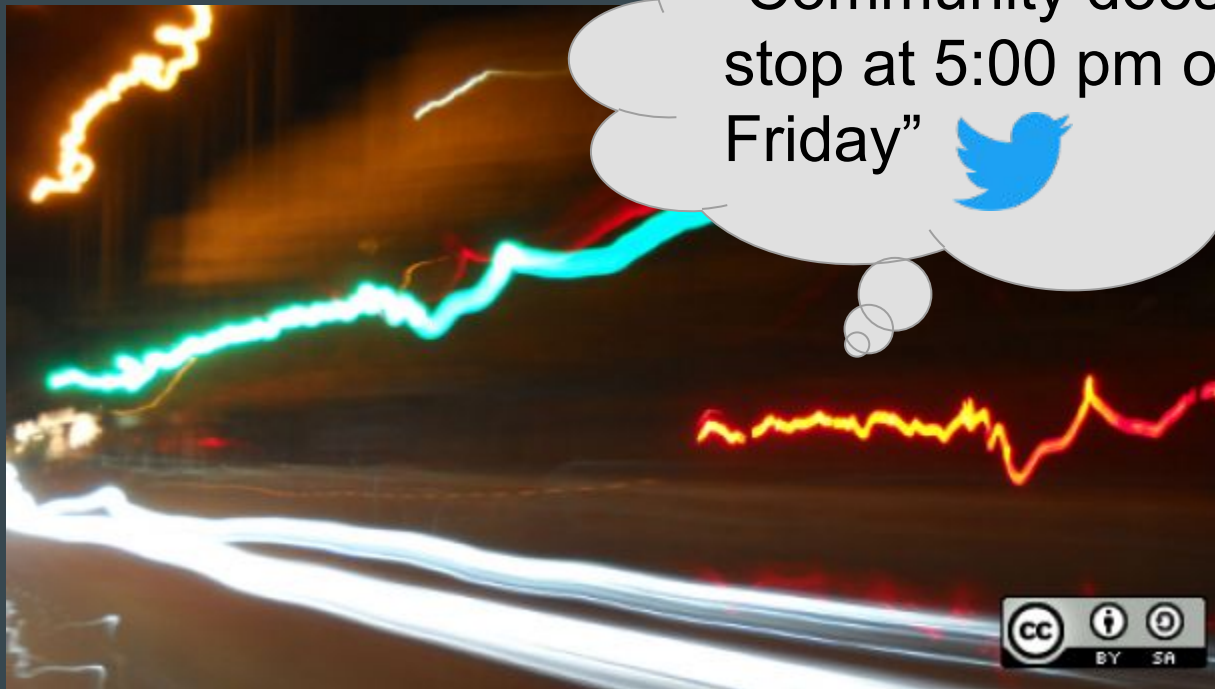
# Community means something different to almost everyone



# What non-metrics to document:

- High touch interactions
- Value of events
- Contacts
- Big wins
- Monthly report

# Surviving burnout



“Community doesn’t  
stop at 5:00 pm on  
Friday”



# Signs of burnout

- Chronic fatigue
- Insomnia
- Forgetfulness
- Increased illness
- Loss of appetite
- Anxiety
- Anger
- Loss of interest
- Separation from people

# Have a plan



# Pro tips

- Highlight after hours work and need for a flexible schedule
- Don't suffer in silence, shared your struggles

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# Pro tips

“You can’t be effective an community organizer if your batteries are drained.”



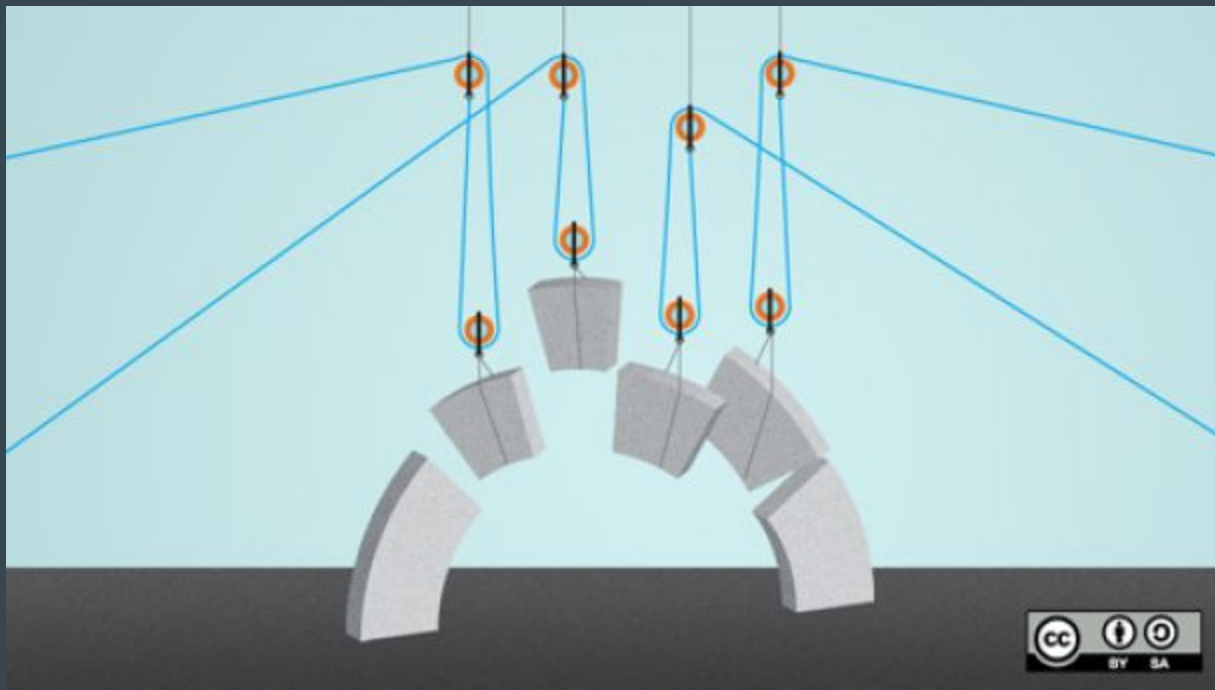
- Don’t suffer in silence, shared your struggles



# Grow your career and sharpen the stone



# Bonus: Love the work you do

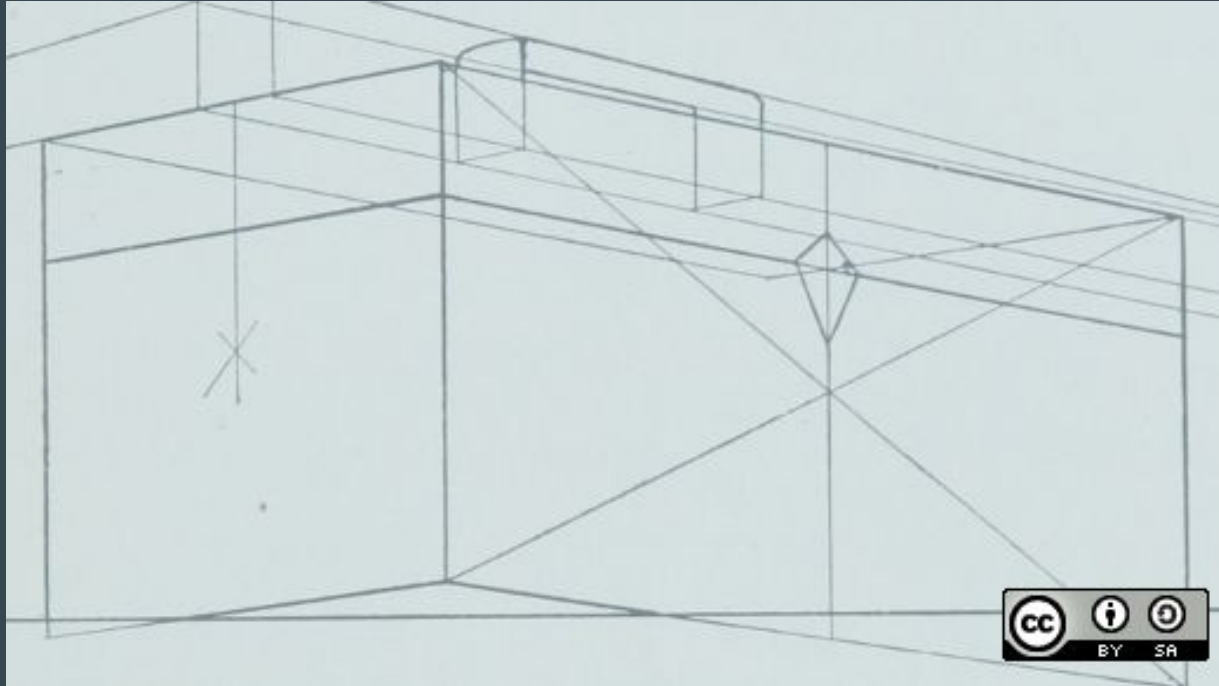


# Pro tips

- Align work with passion
- Find passions outside of work

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# Deep dive into community building



# Points and badges

## Points

- Voting (in a poll) - 1 point
- Giving comment thumbs up - 1 point
- Getting a thumbs up (on a comment you made) - 1 point
- Posting a comment - 5 points
- Submit an event (that gets approved) - 10 points
- Contributed to a published article - 15 points
- Authoring a published poll - 20 points
- Authoring a published article - 30 points
- Top Contributor - 50 points
- Community Awards - 50 points
- Moderator's Choice Award - 100 points
- People's Choice Award - 100 points
- 100+ Contributions Club - 1,000 points

## Badges

- New Member / 0-9 points
- Community Member / 10-29
- Open Enthusiast / 30-99
- Open Minded / 100-499
- Open Source Evangelist / 500-999
- Open Source Champion / 1,000-2,499
- Open Source Sensei / 2,500-4,999
- Open Sourcerer / 5,000-9,999
- Star / 10,000-24,999
- Super Star / 25,000+

# Points and badges



**Robin Muilwijk**  
Netherlands

Points  
13,364

Robin Muilwijk is Advisor Internet and e-Government. He also serves as a community moderator for Opensource.com, an online publication by Red Hat, and as ambassador for The Open Organization. Robin is also Chair of the eZ Community Board, and Community Manager at [eZ Systems](#).

Robin writes and is active on social media to promote and advocate for open source in our businesses and lives. Follow him on Twitter [@i\\_robin](#) or on [LinkedIn](#).

Follow me at [@i\\_robin](#)

OPEN SOURCE STAR	100+ Contributions Club	Open Organization Ambassador	Best Interview Award	Moderator's Choice Award	Social Sharer Award
Social Sharer Award	Social Sharer Award	Moderator	Top Contributor	Comment Gardener	Author

# Community moderator program



# Community moderator program



Jono Bacon



Ben Cotton



Joshua Allen Holm



Joshua Pearce



D Ruth Bavousett



Justin Flory



Robin Mulwijk



Jason van Gumster



David Both



Jeremy Garcia



Scott Nesbitt



Don Watkins



VM (Vicky) Brasseur



Chris Hermansen



Deb Nicholson



# Awards program



# Cat herding, email, and much more!



# Who wants to talk about tools?



Image source: <https://opensource.com/article/18/10/nice-things>

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# A variety of tasks...

- Cat herding
- Communications/Email
- Meetings and conference calls
- Social media
- Project management
- Editorial planning
- Editing
- Documentation
- Reports
- Shipping
- Order SWAG
- Handwritten thank you notes
- Hosting meet-ups
- Travel and travel planning
- Expense reports
- Public speaking
- Presentation preparation
- Drupal administration
- Sprint management
- Website testing

# Get stuff done!



# A variety of tasks...and the tools to get the job done

- Cat herding Email, reminders, SMS, chat, calendar invites
- Communications/Email Thunderbird, Gmail, IRC, Slack
- Meetings and conference calls BlueJeans video, Zoom, Hangouts, mobile phone
- Social media Hootsuite, Buffer, Sprout, social media platforms
- Project management Spreadsheets, calendar, Waffle.io, Trello
- Editorial planning Trello, Google Docs
- Editing Google Docs, Libre Office, GitHub
- Documentation Mojo, Google Docs, email
- Reports Spreadsheets, Drupal, Adobe analytics
- Shipping Red Hat's shipping tools: Xcarrier

# How I get stuff done with Waffle.io

jhibbets/OSDC

+ Add Issue

Filter Board

### Backlog 21

- 7104 Promote ATO talks on social  
ATO 2018 social media
- 7089 Weekly DevOps social media - 10/16  
DevOps
- 7064 Open Org social media - 10/16  
Open Organization social media
- 7079 Leadership panel - Oct 17  
Red Hat presentations
- 7074 Make care packages  
Opensource.com community
- 7072 Send security guest list for Sunday  
ATO 2018 event planning
- 7049 convert instagram account  
Opensource.com social media
- 7010 Reschedule: image party - Oct 11  
Opensource.com website
- 6802 SCALE 17x CFP - Due Oct 26

### Ready 5

- 7103 Review ATO presentation  
ATO 2018 planning presentations
- 7095 Prep DevOps weekly report - 10/17  
DevOps community
- 7073 Review ground travel arrival manifest  
ATO 2018 event planning
- 7068 Complete ground transportation request form  
ATO 2018 event planning
- 6621 Call for contributions on social  
Opensource.com social media

### Social media 7

- 7100 Review social media cadence - Twitter - Oct 18  
Opensource.com social media
- 7099 Review social media cadence - Facebook - Oct 18  
Opensource.com social media
- 7098 Review Social media smart inbox - Oct 18 (am)  
Opensource.com social media
- 7097 Review Social media smart inbox - Oct 18 (pm)  
Opensource.com social media
- 7096 Daily syndication - Oct 18  
Opensource.com social media
- 7101 Schedule new articles - Oct 19  
Opensource.com social media
- 6945 Social for ChRIS  
Red Hat social media

### In Progress 3

- 7102 Review social media cadence - Twitter - Oct 19-22  
Opensource.com social media
- 7088 Schedule new articles - Oct 18  
Opensource.com social media
- 7084 Review Social media smart inbox - Oct 17 (pm)  
Opensource.com social media

### Done 380

- 7094 DevOps content update - Oct 17  
DevOps content
- 7033 Build out ATO lightning talk slides  
Opensource.com event planning presentations
- 7093 Review Coder Dojo agile post  
DevOps content
- 7078 Catch up with TEP on Oct 17  
TEP planning
- 7092 Final details to Neomomde  
ATO 2018 event planning
- 7091 Final headcount to Buku  
ATO 2018 event planning
- 7090 Open bug for MM display  
Opensource.com website
- 7083 Daily syndication - Oct 17  
Opensource.com social media
- 7080

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# So many tools!





# A variety of tasks...and the tools to get the job done

- Order SWAG Planet Logo
- Handwritten thank you notes Pen and thank-you cards
- Hosting meet-ups Meetup.com, EventBright, email, Google Docs
- Travel and travel planning Mobile phone, travel websites, Google, Yelp, Lyft
- Expense reports Concur expenses, Expensify
- Public speaking Voice, presentation software
- Presentation preparation Research, presentation software (Libre Office, Google slides), people for feedback
- Drupal administration Drupal
- Sprint management JIRA, Trello, email
- Website testing & QA Drupal, JIRA, website test environments

# Pro tips

- Use the right tools
- Use tools that make you productive to GSD

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# Your most valuable asset



# Questions & contact details

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Slides:

<https://github.com/jhibbets/presentations>

Book: <http://theopensourcecity.com>

