25 things I wish I knew before becoming a community organizer

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Community Architect at Opensource.com, Red Hat
Shared purpose and passion

Image credits: https://opensource.com/article/17/4/community-leaders-gather-advance-art-community

@jhibbets | #scale17x
What are the different roles of a community organizer?


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Understand the talent and motivations of participants

Image credits: https://opensource.com/open-organization/17/4/how-branding-decisions-open
Understand the talent and motivations of participants

Find your superstars and let them shine
Find your superstars and let them shine
Be prepared and communicate effectively
Be prepared and communicate effectively
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”

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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
Pro tips

- Don’t suffer in silence, shared your struggles

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

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Grow your career and sharpen the stone


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Bonus: Love the work you do

Image credits: https://opensource.com/open-organization/17/4/how-branding-decisions-open
Pro tips

- Align work with passion
- Find passions outside of work
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+

Source: https://opensource.com/points-and-badges
Points and badges

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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

Source: https://opensource.com/users/robinmuilwijk
Community moderator program

Image credits: https://opensource.com/article/17/9/linux-kids

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Community moderator program

Details: https://opensource.com/community-moderator-program
Awards program

Cat herding, email, and much more!

Image credits: https://opensource.com/article/18/6/copying-files-go

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Who wants to talk about tools?

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

Image credits: https://opensource.com/article/18/8/tools-container-security
A variety of tasks...and the tools to get the job done

- Cat herding
- Communications/Email
- Meetings and conference calls
- Social media
- Project management
- Editorial planning
- Editing
- Documentation
- Reports
- Shipping

Email, reminders, SMS, chat, calendar invites
Thunderbird, Gmail, IRC, Slack
BlueJeans video, Zoom, Hangouts, mobile phone
Hootsuite, Buffer, Sprout, social media platforms
Spreadsheets, calendar, Waffle.io, Trello
Trello, Google Docs
Google Docs, Libre Office, GitHub
Mojo, Google Docs, email
Spreadsheets, Drupal, Adobe analytics
Red Hat’s shipping tools: Xcarrier
How I get stuff done with Waffle.io
So many tools!

Image credits: https://opensource.com/article/18/8/must-read-tech-newsletters
A variety of tasks...and the tools to get the job done

- Order SWAG
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- Public speaking
- Presentation preparation
- Drupal administration
- Sprint management
- Website testing & QA

Planet Logo
Pen and thank-you cards
Meetup.com, EventBright, email, Google Docs
Mobile phone, travel websites, Google, Yelp, Lyft
Concur expenses, Expensify
Voice, presentation software
Research, presentation software (Libre Office, Google slides), people for feedback
Drupal
JIRA, Trello, email
Drupal, JIRA, website test environments
Pro tips

- Use the right tools
- Use tools that make you productive to GSD
Your most valuable asset

Image credits: https://opensource.com/article/17/2/mysql-8-coming

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Slides: https://github.com/jhibbets/presentations

Book: http://theopensourcecity.com

Image credits: https://opensource.com/education/13/9/how-get-more-kids-code