

Dealing with toxic personalities



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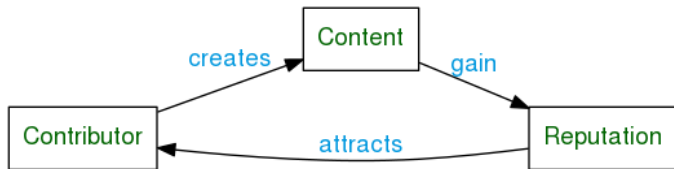
Introduction

Who the hell is Tomáš Chvátal

- SUSE Employee since 2011 (QA, openSUSE)
- Packager of Libreoffice and various other stuff for openSUSE
- openSUSE promoter and volunteer
- Gentoo developer since fall 2008 and Council member since 2010

Contribution process

Contribution cycle



Describing toxic person

Finding a toxic person

- Use of personal attacks and insults
- Attacker mostly tries to focus on the less-powerfull (newcommers/etc.) members of the community
- People are demotivated by having to work with such person
- Look for cycles and patterns, each of us can have rough day

What is NOT a toxic person

Someone who disagrees with you on technical level

How hard it is to redeem credit

For one bad action you need 5+ positive actions to get even

Outcome

What happens to targeted person

- Becomes less committed - 78%
- Decreases quality of contributions - 39%
- Loses time avoiding - 63%
- Loses time worrying - 80%
- Quits - 25%
- **Witnesses** quit - 25%

What happens to your project

- Reduction of cooperation between developers
- Reduced contribution from outer project and people (forks, upstream)
- Attracting more toxic people rather than the best people
- Alienating women because they rather avoid rude environments

How to protect people and project

Fixing recruiting process

Technical skills are not everything. One has to ensure there are some social skills in the person too.

Improving interproject communication

- Have conferences
- Do regular team meetings where people can socialize

This all is done to help people realize that on the other side of the wire there is real living and breathing person.

Create team to handle community relations

- You need to have body where to complain if someone is unjust
- The actions must be fast paced and just
- Nothing good comes out of a four month discussion about some activity (complainer will be long gone at that time) or day 1 overreaction

Keep your standards

- Require great standards from everyone
- Provide Code of Conduct or some form of Ethic code

Reading

Reading

THE NO ASSHOLE RULE

*Building a Civilized Workplace
and Surviving One That Isn't*



ROBERT I. SUTTON, PHD

Endnote

Suse is hiring

Join the Geeko!

Learn more about SUSE's openings, globally:

1. Talk to our colleagues at the booth
2. Check out our careers page www.suse.com/careers
3. Contact our recruiting team at jobs@suse.com



Questions

Any curious questions? How are YOU handling such people on your project?

Thanks

Thank you for your attention.