

disentanglement principles: conflict at a distance

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**there is no such thing as
diversity overload, there
is only filter failure.**

tales of a speculative
fiction convention

be attentive
not invasive

model good behaviour

Recruit diversity.

From the very earliest days of your project, recruit the diversity you want to see. The first two or three members of the project will set the tone for what follows. People will look at the project and think, "Is this somewhere I can see myself fitting in?"

- skud, OSCON 2009



Diversity Statement

Platitudes are cheap. We've all heard services say they're committed to "diversity" and "tolerance" without ever getting specific, so here's our stance on it:

We welcome you.

We welcome people of any gender identity or expression, race, ethnicity, size, nationality, sexual orientation, ability level, neurotype, religion, elder status, family structure, culture, subculture, political opinion, identity, and self-identification.

...We welcome fans, geeks, nerds, and pixel-stained technopeasant wretches. (We welcome Internet beginners who aren't sure what any of those terms refer to.) We welcome you no matter if the Internet was a household word by the time you started secondary school or whether you were already retired by the time the World Wide Web was invented.

..You may wear a baby sling, hijab, a kippah, leather, piercings, a pentacle, a political badge, a rainbow, a rosary, tattoos, or something we can only dream of. You may carry a guitar or knitting needles or a sketchbook. Conservative or liberal, libertarian or socialist — we believe it's possible for people of all viewpoints and persuasions to come together and learn from each other.



“

Societally, we consider the boundaries set by certain groups of people as inherently less valid, meaning those people encounter more boundary-violating behavior.

When we gather together for the purposes of fun, requiring people to continually set and enforce their boundaries cuts into their fun by making them work.

”

A close-up photograph of a plant, likely a species of ginger or similar, featuring green stems, small green buds, and a single white flower with a pink center. The text "be kind" is overlaid in the center of the image.

be kind

it's not always what you
think

stack the odds



isolate your problem
person/s



education is inoculation

even in a diverse,
mostly female OSS
project...

who do i ask for help, without having to
tell my (humiliating/difficult/upsetting)
story?

compensate all work:
employ a moderator

lower the barrier to
entry for the more
vulnerable

create a barrier to
entry for the less
vulnerable

there is no opt-in to
good behaviour

Should my tech conference / community have a Code of Conduct?

Are there humans?

yes

YES

your tech conference / community
should have a Code of Conduct



Lena Reinhard @lrnrd · Feb 16

People have been asking "Should my tech event / community have a Code of Conduct?" So I made this handy flowchart:



862

932



**yes, you need a code of
conduct**

...you already have one.

Rules in Command:

- Nobody kicks and certainly not bans inside command.
- Don't interrupt another one's subject.
- First point out the matters at hand, then point out priorities.
- People who troll in command get (permanently) thrown out of the AOP list.
- Personal disputes are taboo.
- Grown-ups only.
- No offtopic subjects in (staff) discussions.
- Pointing out problems in a structured way: name problem, suggest solution. If you can't hint a solution, then at least give evidence or argue your statements, as long as your point is valid.
- If you don't like somebody, get over it. Were all in this together.
- Admins/OPs are considered an example. Act on that behavior!
- Don't expect IRCops to sort out all your problems, try it yourself, if all else fails, ask OP!

be specific

How we resolve conflicts

If you are experiencing, or witnessing conflict, the Drupal Community asks you to use the following escalation strategy to address the conflict:

1. Address the perceived conflict directly with those involved, preferably in a real-time medium. Here are some [conflict resolution resources](#) that might be helpful.
2. If this fails, get a third-party (e.g. a mutual friend, and/or someone with background on the issue, but not involved in conflict) to intercede.
3. Escalate to the CWG if the previous steps fail using the incident report form: <https://drupal.org/governance/community-working-group/incident-report>

You will be required to submit evidence that at least one of the parties has made a good faith effort towards resolving the issue (through steps 1 and 2) without success.

The CWG will review submissions on a weekly basis, and will either seek further information, or will make a determination on next steps.

Note: If the behaviour is threatening/harassing and requires immediate escalation, use the [CWG incident report form](#) immediately, before trying other steps. However, because the CWG is a volunteer group that meets only on a weekly basis, we have limited capacity to act in these circumstances.

**consequences:
quick and clear**

Speak softly, but carry a
big ban hammer

SITUATIONAL REPORTS

CYBERWAR, UH, WHAT IS IT GOOD FOR?

Posted Dec. 21, 2015 10:45 a.m.

Absolutely nothing.

So we had a 9th Kiwicon. It featured cyber, flames, lasers, significant facial damage, hackers, crackers, jackers, directors, (and, as far as we know, only one creeper. Seems pretty good for 1500 people?). Also a musical saw, many mother-duckers, nuclear


BODYCOUNT: 00000



CYBER KIWICON
ST JAMES THEATRE OF WA
10 - 11 DEC 2015

be kind

be public

A scenic landscape photograph featuring a mountain range under a hazy sky. The sun is a bright white circle with a red glow, positioned in the upper center. The mountains are layered, with the nearest ones covered in dense green forest. In the bottom right corner, a stone wall and some construction materials are visible. The text "you always choose" is centered in a large, black, sans-serif font.

you always choose

once upon a long time
ago...

fighting among
moderators:

you're off topic, or
you're off values

oh so recently

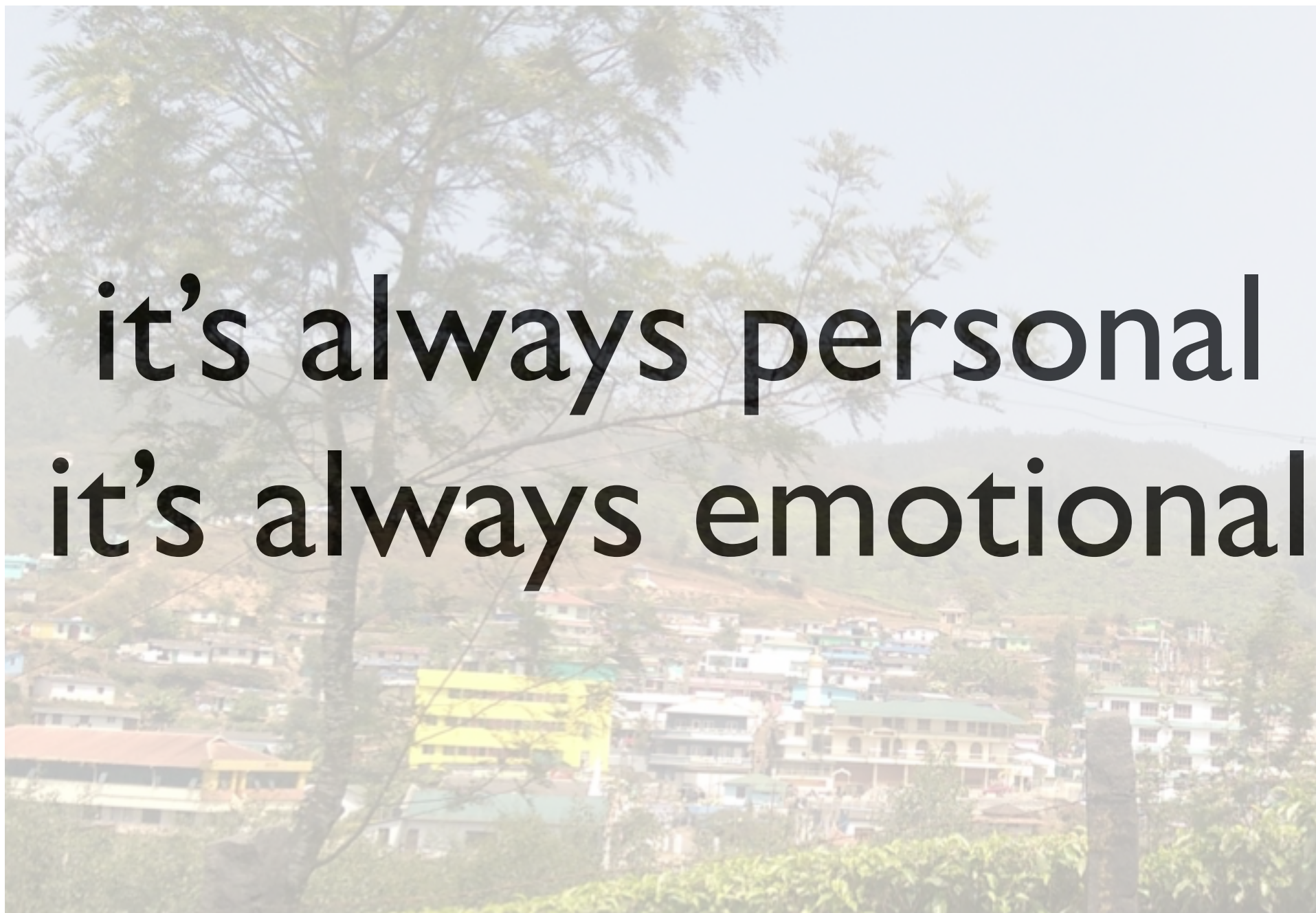
you can't make anyone
do anything

make less distance

make less faceless

make less blame

**it's always personal
it's always emotional**



fighting among
moderators:

you're off topic, or
you're off values

...or you haven't got the
right structures in place



have the awkward
conversation



**normalise conflict
resolution**

**“how do you want to
have fights?”**

...or you're normalising
unresolved conflict

...and the effects of that
on the community.

Mary C. Gentile, PhD, Director
www.GivingVoiceToValues.org

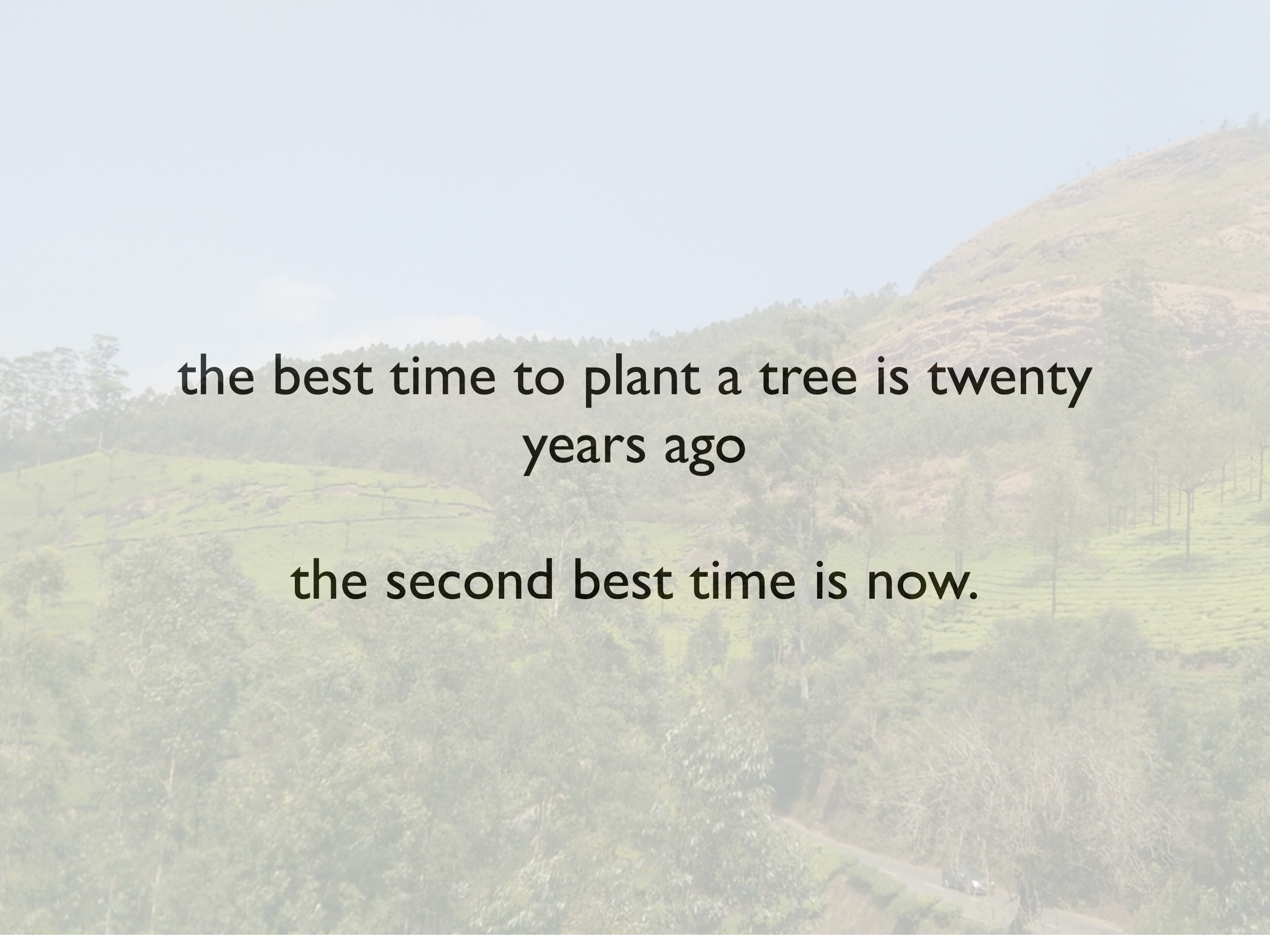
Giving *Voice* to Values

**An Action Framework for *Giving Voice to Values*
“The To-Do List”**

The background is a collage of various images. On the left, there are large, vibrant green leaves. In the center, a black bag with a white paisley pattern is visible. On the right, there are colorful, textured knitted items, possibly scarves or hats, in shades of red, orange, and green. The text is overlaid on the center of the image.

**what helps you speak up?
what's your self story?**

when is the best time
to plant a tree?



the best time to plant a tree is twenty
years ago

the second best time is now.



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