Interaction Anti-Patterns

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“Stand at the crossroads and look; ask for the ancient paths, ask where the good way is, and walk in it, and you will find rest for your souls...” - Jeremiah 6:16
Communities are built out of?

A. String
B. Software
C. Relationships
D. specifications
Our Relationships are built using?

A. IRC  
B. E-mail  
C. Identica / Twitter  
D. Diaspora / Facebook etc.  
E. in-person interaction

Caveat in advance:  
I am not a social scientist!  
Social science changes & advances regularly etc. ...
Relationship types …

What does the social science say? Relationships are primarily:

See licensing / governance / through this lense:

Stills from: Steven Pinker – The Stuff of Thought – Language as a window into human nature, with thanks to the RSA and Cognitive Media
Relationship types ... What does the social science say? Relationships are primarily:

- Licensing
- Governance
- Through this lense:

There are three major human relationship types across the world's cultures:

- Each applies most naturally to certain people
- Each prescribes a distinct way of distributing resources
- Each has a distinct evolutionary basis

Stills from: Steven Pinker – The Stuff of Thought – Language as a window into human nature, with thanks to the RSA and Cognitive Media.
DOMINANCE

DON'T MESS WITH ME!

INHERITED FROM THE DOMINANCE HIERARCHIES THAT ARE UBIQUITOUS AMONG PRIMATES

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Problems: mixed relationship types

Reciprocity applied to a Communality relationship.

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Which are we primarily aiming for?

- Most successful Free-Software projects talk about: 'Community'
- Concept firmly rooted in 'Communality'
- Why does this community 'feel wrong'?
- Perhaps a Dominance instead of Communality?
- The long-term successful projects start by getting this foundation right.
- We have to have Governance:
  - Light-touch, Representative, Meritocratic, Peer governance
Language is key to negotiating relationships:

**bug:** foo feature **must** render baa as baz

We **have to** stop developing new features until XYZ bug is fixed!

Vehemence inversely proportional to influence?

All seen in the wild: origin obscured to spare the guilty. Hard-working, well meaning volunteers deal with this routinely.
Community interactions

The Community

LibreOffice

Free Software → Big Enterprise User

Bug reports → Big Enterprise User

code / bugs / fixes → Big Enterprise User

Consulting / Training → Big Enterprise User

L3 capable Consulting / Training / Support → Big Enterprise User

SLA → Big Enterprise User
Conclusions

- Communities: Communality: Symmetric Relationships
- Dominance is death: can't-do attitude; benign influence is better
- Weak copy-rights work well:
  - Re-inforce and guarantee symmetric relationships in the core
- The Economics of the Ecosystem are critical
- If we cannot get the flow of code & finance right – we fail;
- Free-riders need to join the community and enjoy the ride.
- This talk + more rambling http://www.gnome.org/~michael
- Thanks to: The Royal Society for the encouragement of Arts, Manufactures and Commerce (RSA) & Cognitive Media

“Do not repay anyone evil for evil. Be careful to do what is right in the eyes of everyone. If it is possible, as far as it depends on you, live at peace with everyone. Do not take revenge, my dear friends, but leave room for God’s wrath, for it is written: ‘It is mine to avenge; I will repay,’ says the Lord. ... Do not be overcome by evil, but overcome evil with good.” - Romans 12:1
Thank you for listening ...

- See you at the next LibreOffice Conference
- For more talks see http://conference.libreoffice.org