A Culture of Kindness

Can we improve Wikipedia by 'being nicer' ?

Presentation by

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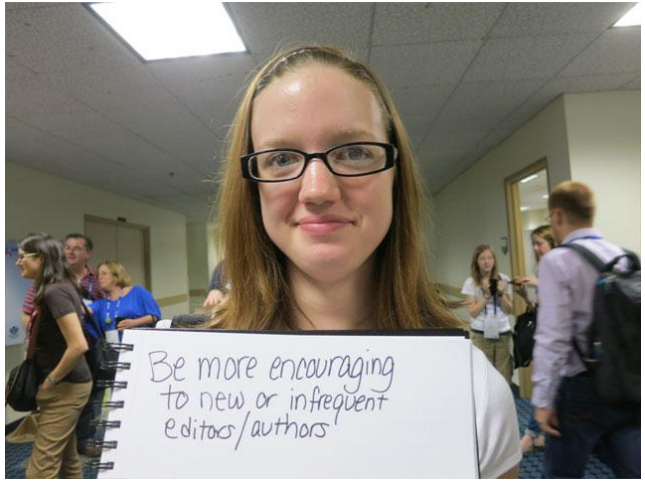
I regularly ask Wikipedians this question:

How can we improve Wikipedia?

See their answers >>

Here's what I hear most often ...



More photos >>

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Our challenge

The Wikimedia movement faces some cultural issues:

- a **lack of civility** (mean comments, reverts, edit wars, etc.)
- hostile behavior **turns off** good people
- this is most frustrating for **new users**
- these issues **prevent us from growing**

How can we learn

to be nicer

to each other?

Growing a Culture of Kindness

Here are some ideas to improve how we interact with each other:

- **help newbies**
- **train editors**
- **reward kindness**
- **more social tools**
- **friendlier channels**
- **give everyone a voice**

Help newbies

- **welcome new users**
- show them **how to contribute**
- give them **safe spaces** to learn -- e.g. 'Teahouse'
- simple **to-do lists** and **micro-tasks**

Train editors

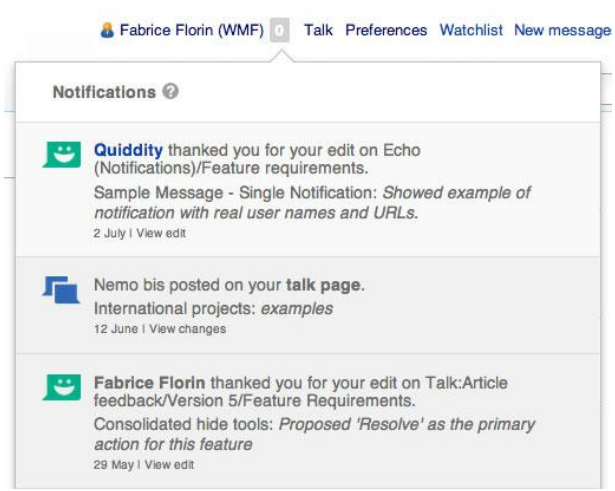
- civility toolkit
- communications courses
- conflict resolution workshops
- mentoring program

Reward kindness

- identify **people who 'play nice'**
- show them **appreciation**
- celebrate their **acts of kindness**
- document their **best practices**

More social tools

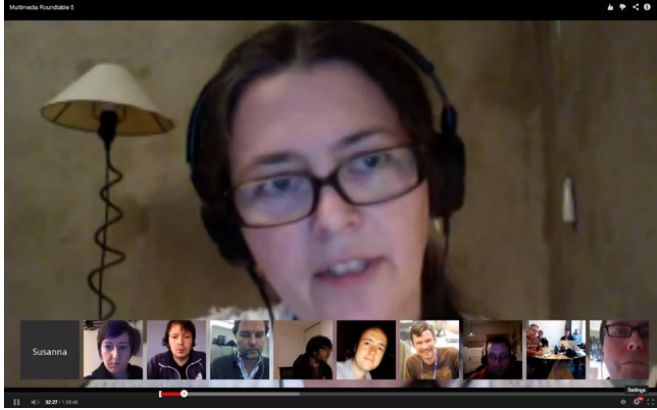
- **develop 'convivial software'**
- **positive feedback** ('Thanks')
- **civil discussion tools** ('Flow')
- **better user profiles** and **avatars**
- **persistent identity** and **reputation**



'Thanks' notification

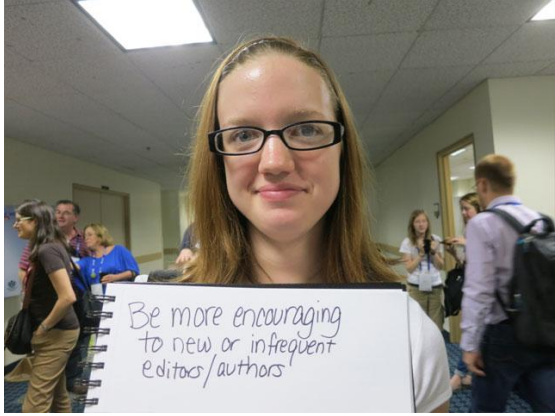
Friendlier channels

- multimedia conversations
- video roundtables
- call-in talk shows
- social media
- meetups



A video 'roundtable'

Give everyone a voice



- reach out to **all stakeholders**
- invite **readers** to contribute
- make **women** feel at home
- welcome **minorities**
- engage **content experts**

MAKE IT EASY
AND
JOYFUL TO FIND
THINGS TO DO!

What other tools & practices can we develop to support a 'culture of kindness' ?

A Culture of Kindness

Join us at Wikimania: ur1.ca/hdda5

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