A Culture of Kindness
Can we improve Wikipedia by 'being nicer'?

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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 ...

Be nice!
GROUP HUG!
HELP THE NEWBIES!

SIMPLE FRIENDLY WELCOMES 😊

Just be nice!

Be more encouraging to new or infrequent editors/authors

Be friendly to anyone!

"GET OVER THINKING SOCIAL IS EVIL"

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Our challenge

The Wikimedia movement faces some cultural issues:

- a **lack of civility** (mean comments, reverses, 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
Friendlier channels

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