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

Presentation by
Fabrice Florin
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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!
Be kind to each other (even to the annoying ones!)

Jimmy
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
• hostile behavior turns off good people
• this is most frustrating for new users
• these issues prevent us from growing

Add your comments on this notepad: etherpad.wikimedia.org/p/culture-of-kindness
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

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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 programs
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'?

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Fabrice Florin
Wikimedia Foundation
fflorin@wikimedia.org

Watch the video: vimeo.com/fabriceflorin/wiki-kindness
Read more: bit.ly/wiki-kindness

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