

A Culture of Kindness

Can we improve Wikipedia by 'being nicer' ?



Presentation by
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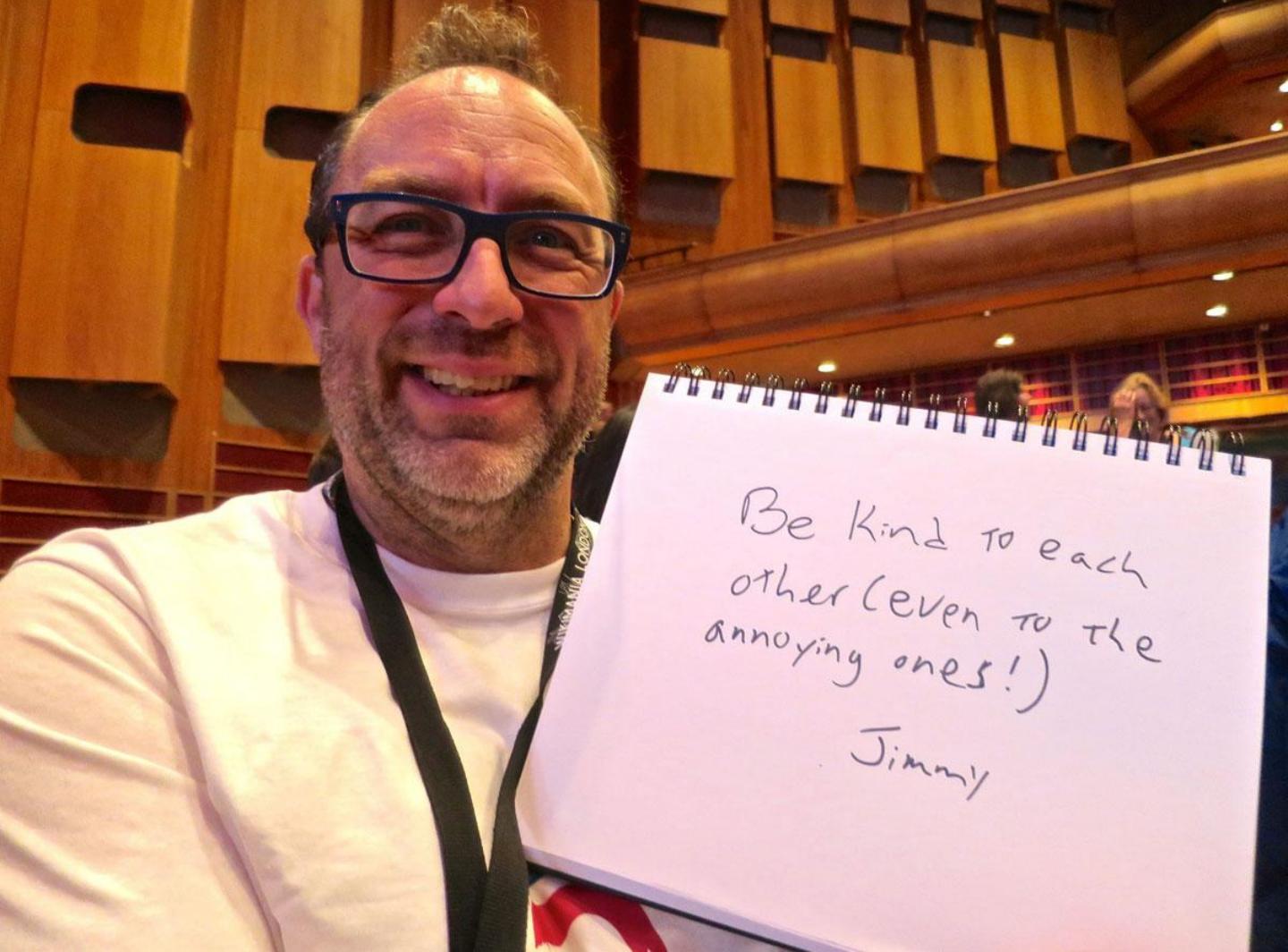
I regularly ask Wikipedians this question:

How can we
improve
Wikipedia?

[See their answers >>](#)

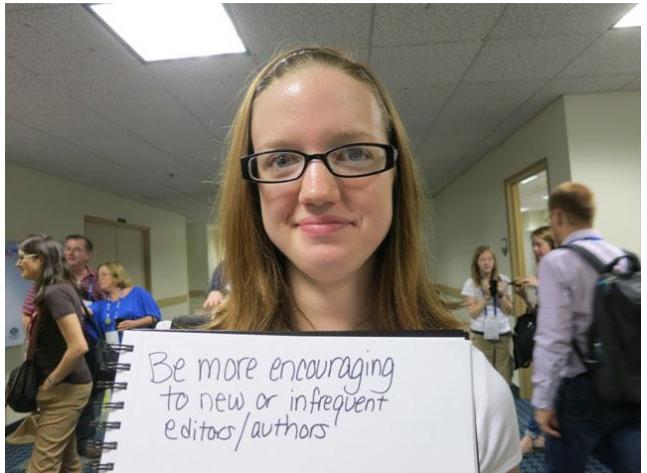
Here's what I hear most often ...





Be Kind to each
other (even to the
annoying ones!)

Jimmy



[More photos >>](#)

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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**

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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**

Notifications 

 **Quiddity** thanked you for your edit on Echo (Notifications)/Feature requirements.
Sample Message - Single Notification: *Showed example of notification with real user names and URLs.*
2 July | View edit

 **Nemo bis** posted on your talk page.
International projects: *examples*
12 June | View changes

 **Fabrice Florin** thanked you for your edit on Talk:Article feedback/Version 5/Feature Requirements.
Consolidated hide tools: *Proposed 'Resolve' as the primary action for this feature*
29 May | View edit

['Thanks' notification](#)

Friendlier channels

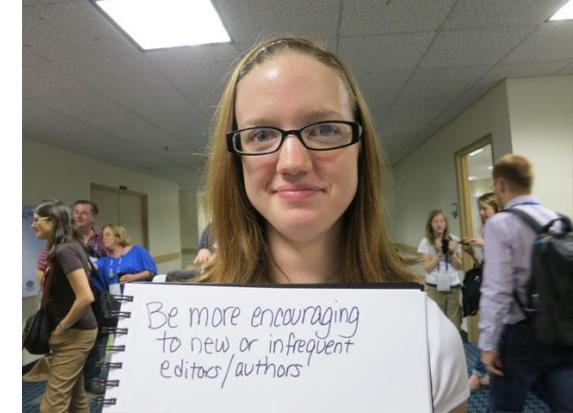
- multimedia conversations
- video roundtables
- call-in talk shows
- social media
- meetups



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**





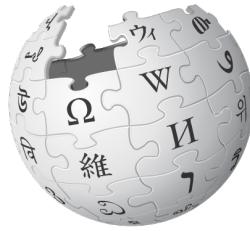
MAKE IT EASY
AND
JOYFUL TO FIND
THINGS TO DO!



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



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

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