

*open and closed*

*patterns and perspectives*

*for working with*

*volunteers at Mozilla*

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mozilla

# **STRAWMEN ASSUMPTIONS ABOUT PARTICIPATION**

“EVERYTHING MUST BE PUBLIC!!!”

“DECISION MAKING REQUIRES CONSENSUS!!!”

“WE HAVE TO HEAR ALL THE IDEAS!!!”

# **STRAWMEN ASSUMPTIONS ABOUT NON-PARTICIPATION**

“SURPRISE LAUNCHES WILL WORK!!!”

“LET’S COMPETE SYMMETRICALLY!!!”

“OUR PRODUCTS ARE SUPERIOR!!!”

# **PERSPECTIVE**

“TECH COMMUNITY”

~8 MILLION WEB DEVELOPERS.

WHO'S LISTENING? WHO'S REPEATING?

DEVELOPER CONFERENCES.

SAME QUESTIONS. FOR YEARS. GLOBALLY.

# **PERSPECTIVE**

MOZILLA COMMUNITY

“THERE ARE MORE THINGS IN HEAVEN AND EARTH,  
HORATIO, THAN ARE DREAMT OF IN YOUR  
PHILOSOPHY.”

HUNDREDS OF WAYS THAT PEOPLE PARTICIPATE.  
FAR MARE THAN WE CAN REASON ABOUT.

# ***MOTIVATIONS OF VOLUNTEERS WANTING TO PARTICIPATE***



**TANGIBLE  
GOALS**



**LEARNING**



**RECOGNITION**



**CAUSE**



**COMMUNITY**

# ***MOTIVATIONS OF STAFF FOR WANTING PARTICIPATION***

?

**SO YOU BOTH WANT  
*SOMETHING* (OR NOT)...**

**GUESS WHAT?**

**YOU'RE IN A *NEGOTIATION*.**

**DO YOU ACTUALLY *WANT*  
PARTICIPATION?**

# FEARS (THEIRS)

THEY DON'T REALLY GET MOZILLA.

MOZILLA IS SO CORPORATE NOW.

THE NEW IDEAS ARE SO TERRIBLE - I LIKED  
{INSERT SOME OLD THING} BETTER.

**FEARS (YOURS)**

?

# **PATTERNS THAT FAIL**

GIVE US ALL YOUR IDEAS!

SURPRISE LAUNCHES!

SPREAD THE WORD ABOUT THE THING WE  
CAME UP WITH IN SECRET!

# **PATTERNS THAT WORK**

TRUST.

HONESTY.

CONTEXT.



**THANK YOU.**

**@DIETRICH**