Technical Communities Resilience During COVID-19

Vesna Manojlovic, Community Builder
BECHA@ripe.net
@Ms_Multicolor

About Me

B.S. CS @ ETF.ac.yu
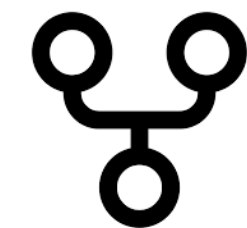1991-1998
VAX-VMS, DecNET, ZaMir…

ASCII, TechInc, LAG;
HIP97, HAL2001,
WTH2005, HAR2009,
OHM2013, SHA2017;
TBD@AMD; CCC 1999-2018

Alisa, Charlie, Olivia

RIPE NCC:
1999-2021+
IPv4, IPv6 / RIPEness,
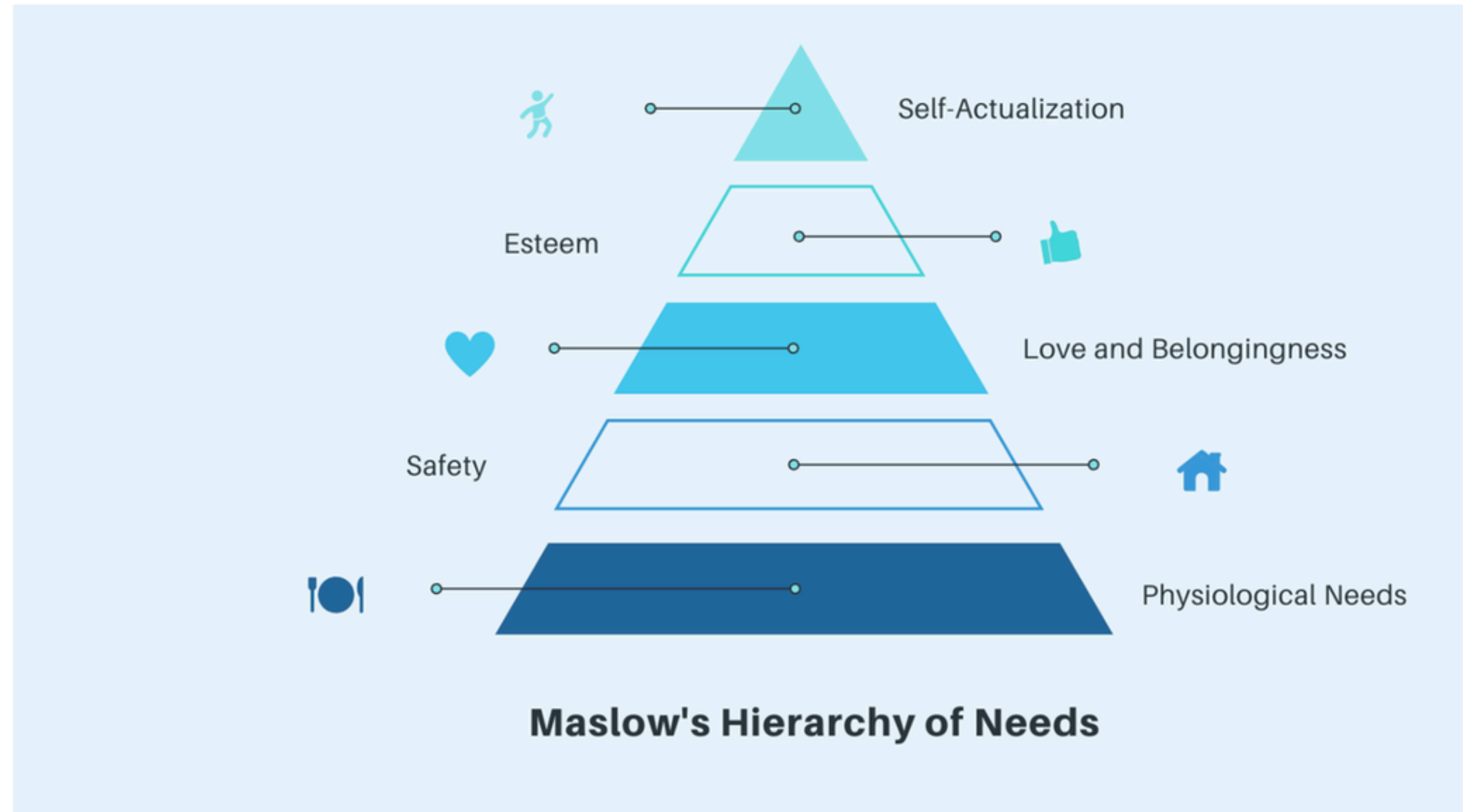DNSSEC, RPSL, RIS,
RIPE Atlas, hackathons

RIPE:
SEE{1-9}, CoC-TF,
NOGs, IXPs, RIRs,
"Trusted Contact"

C-PTSD, RSI, ND:
OCD, ADHD, LGBTQ*

NVC, EMDR, SNRI, yoga
EFT, CBD, MBSR, ASMR

Protocol Stack <-> Maslow's Hierarchy of Needs

RIPE Community Resilience: "You Are Not Alone"

1. Physical Layer / Physiological Needs

1.1. Surviving, Self-care, Wellness, Mental Health

2. Data Link Layer / Safety Needs

2.1. Safety Net (Risks, Security, Absence of Harm)
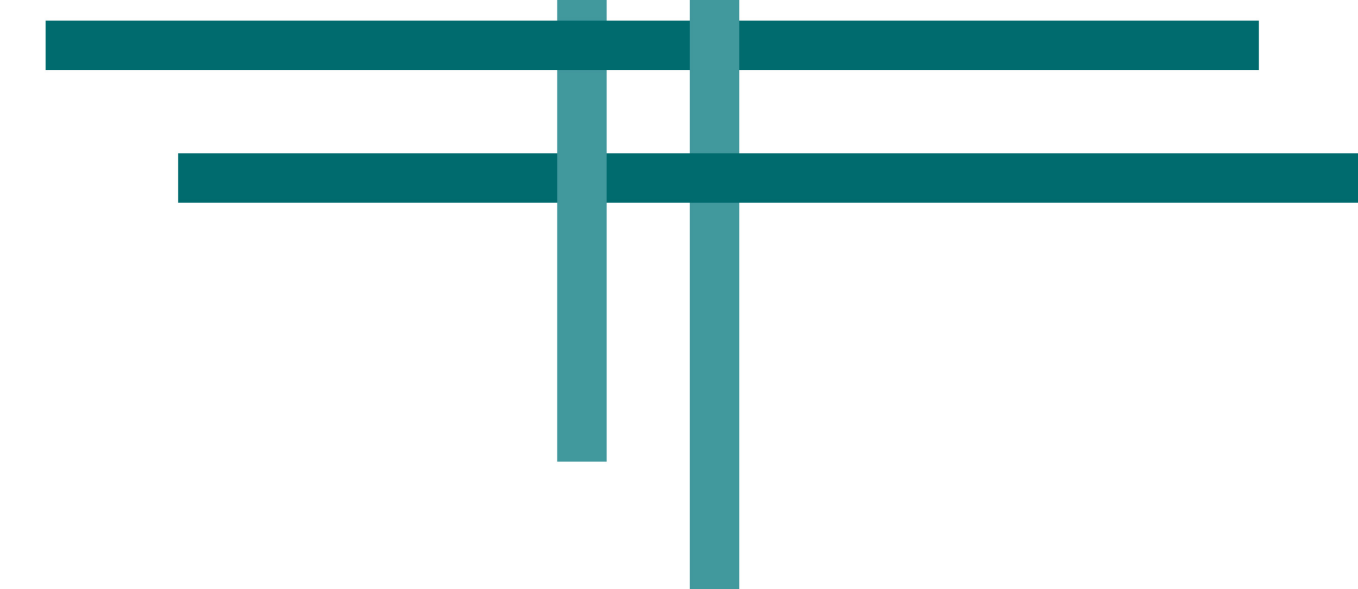
3. Network Layer / Belonging Needs: Connection!

3.1. Isolation != Empathy, Emotions vs Feelings; Love <=> Grief

4. Transport Layer / Esteem Needs

4.1. Boundaries, Burnout, Doing Less

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RIPE Community Wellbeing

RIPE

- **Read: https://labs.ripe.net/covid19/**

- **Watch: Erik Bais, RIPE82 (video)**

- **Join: RIPE83.ripe.net (virtual, 22-26. November)**

- **Contribute :**

  - diversity@ripe.net

  - Write for RIPE Labs

  - Offer to be a mentor

- **Join adjacent communities: CCC, FOSDEM, APC, IETF…**

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Layer 1: Physical needs, Mental Health Needs

"I am mentally ill. I can say that. I am not ashamed of that. I survived that, I'm still surviving it, but bring it on."
-Carrie Fisher

HUFF POST

"If you feel like your child or friend or spouse is showing signs of this illness, if you can get them in touch with somebody else they can talk to and share their experience with and not just feel like they're being told they're 'wrong' or 'bad' or 'stupid,' then they can relate somehow."

- Carrie Fisher
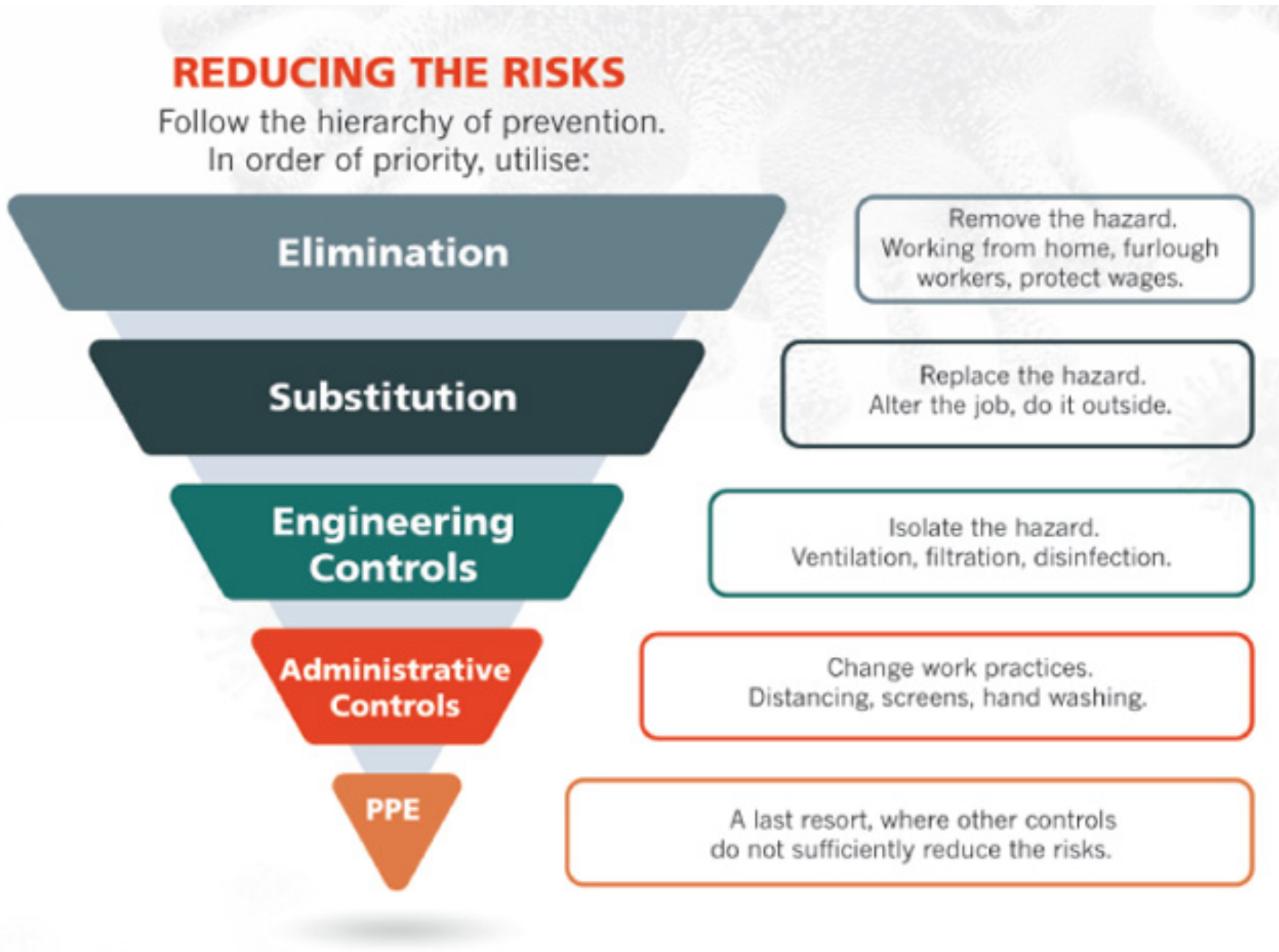
ieso
digital health

Resiliency in a Pandemic - Coping with the Stress of Covid-19

INEX

Dr. Tim Green B.Sc. (Hons.) C.Sci. P. G. Dip. PsychD. C.Psychol. AFBPS
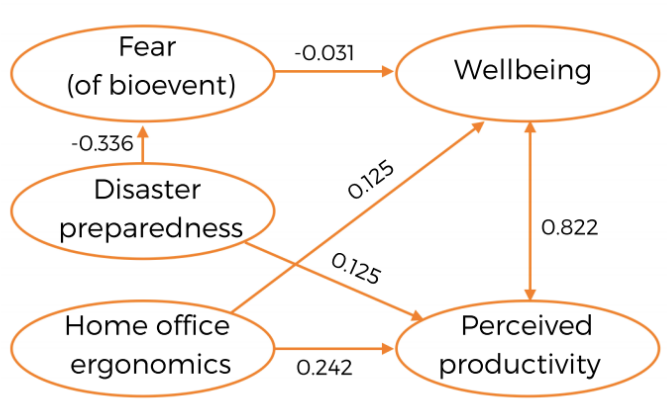Consultant Clinical Psychologist

Utrecht

Layer 2

REDUCING THE RISKS
Follow the hierarchy of prevention.
In order of priority, utilise:

- **Elimination** — Remove the hazard. Working from home, furlough workers, protect wages.
- **Substitution** — Replace the hazard. Alter the job, do it outside.
- **Engineering Controls** — Isolate the hazard. Ventilation, filtration, disinfection.
- **Administrative Controls** — Change work practices. Distancing, screens, hand washing.
- **PPE** — A last resort, where other controls do not sufficiently reduce the risks.
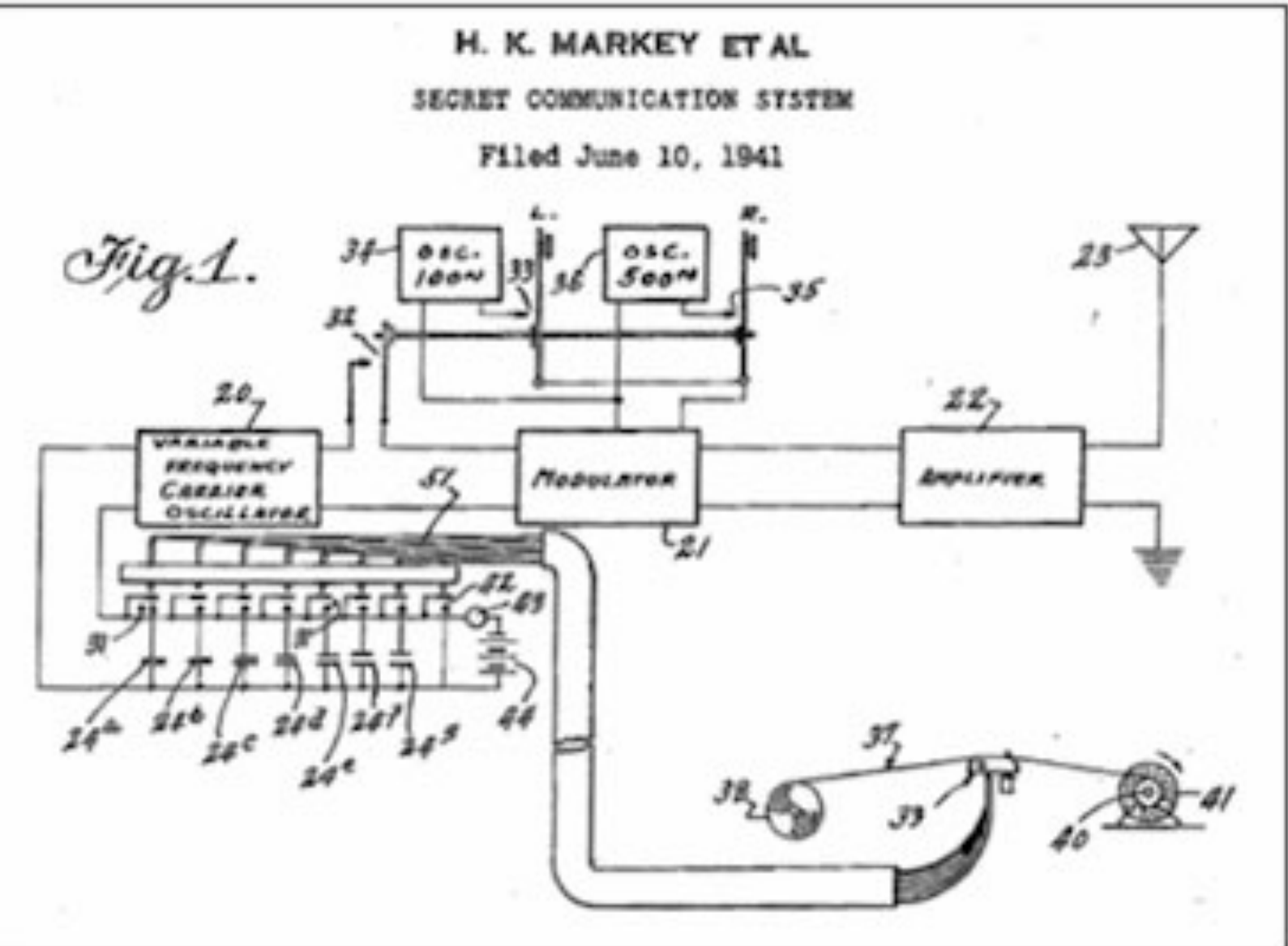

NO ONE IS SAFE UNTIL EVERYONE IS SAFE.

EFFECTS ON WELLBEING AND PRODUCTIVITY

- Developers' wellbeing and productivity are suffering
- Productivity and wellbeing are closely related
- Better home office ergonomics help wellbeing and productivity
- Women, parents, and people with disabilities may be disproportionately affected
- Different people need significantly different kinds of support

Fear (of bioevent) → Wellbeing: -0.031
Fear (of bioevent) → Disaster preparedness: -0.336
Disaster preparedness → : 0.125
Home office ergonomics → : 0.125
Wellbeing ↔ Perceived productivity: 0.822
Home office ergonomics → Perceived productivity: 0.242
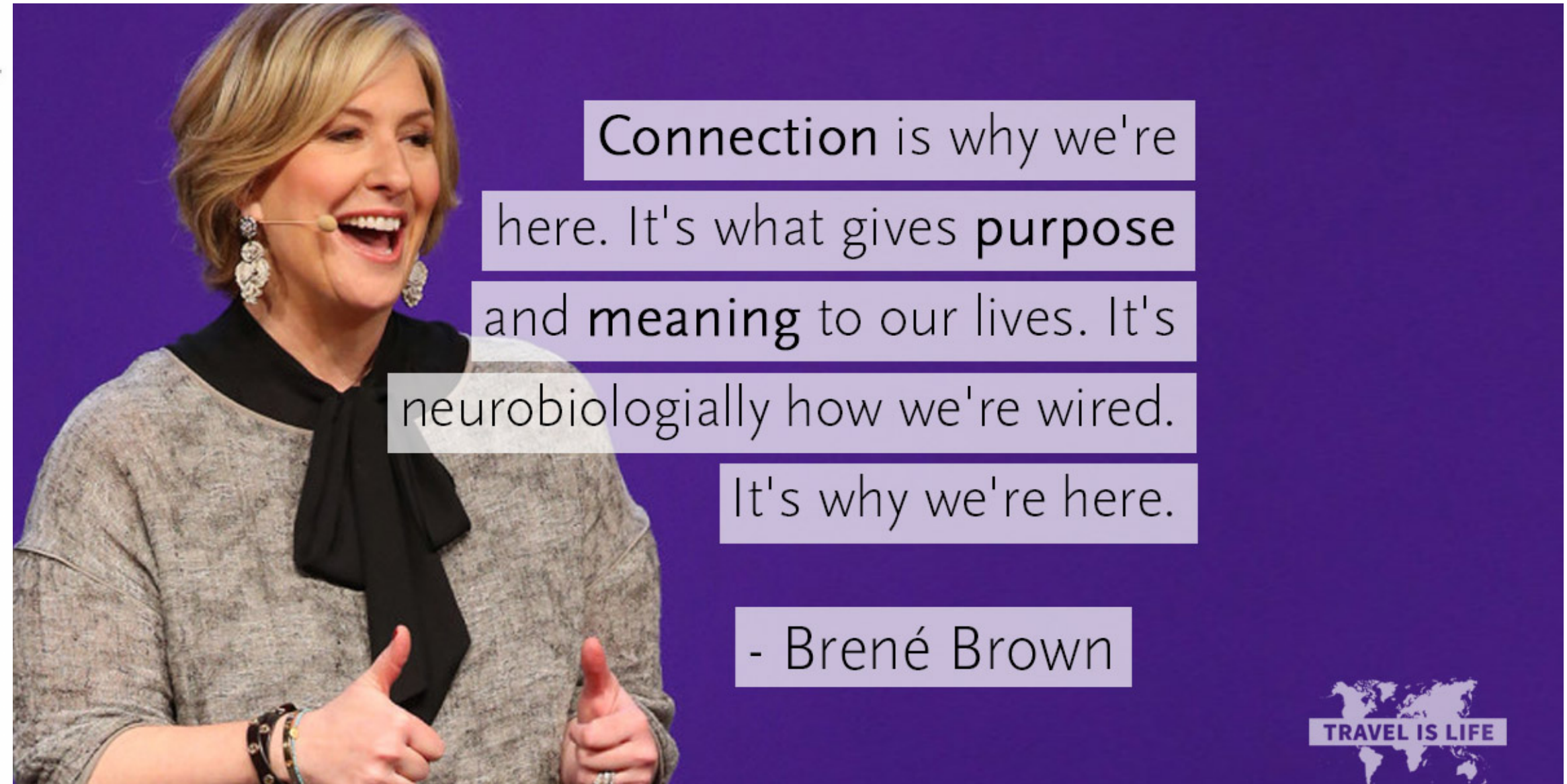
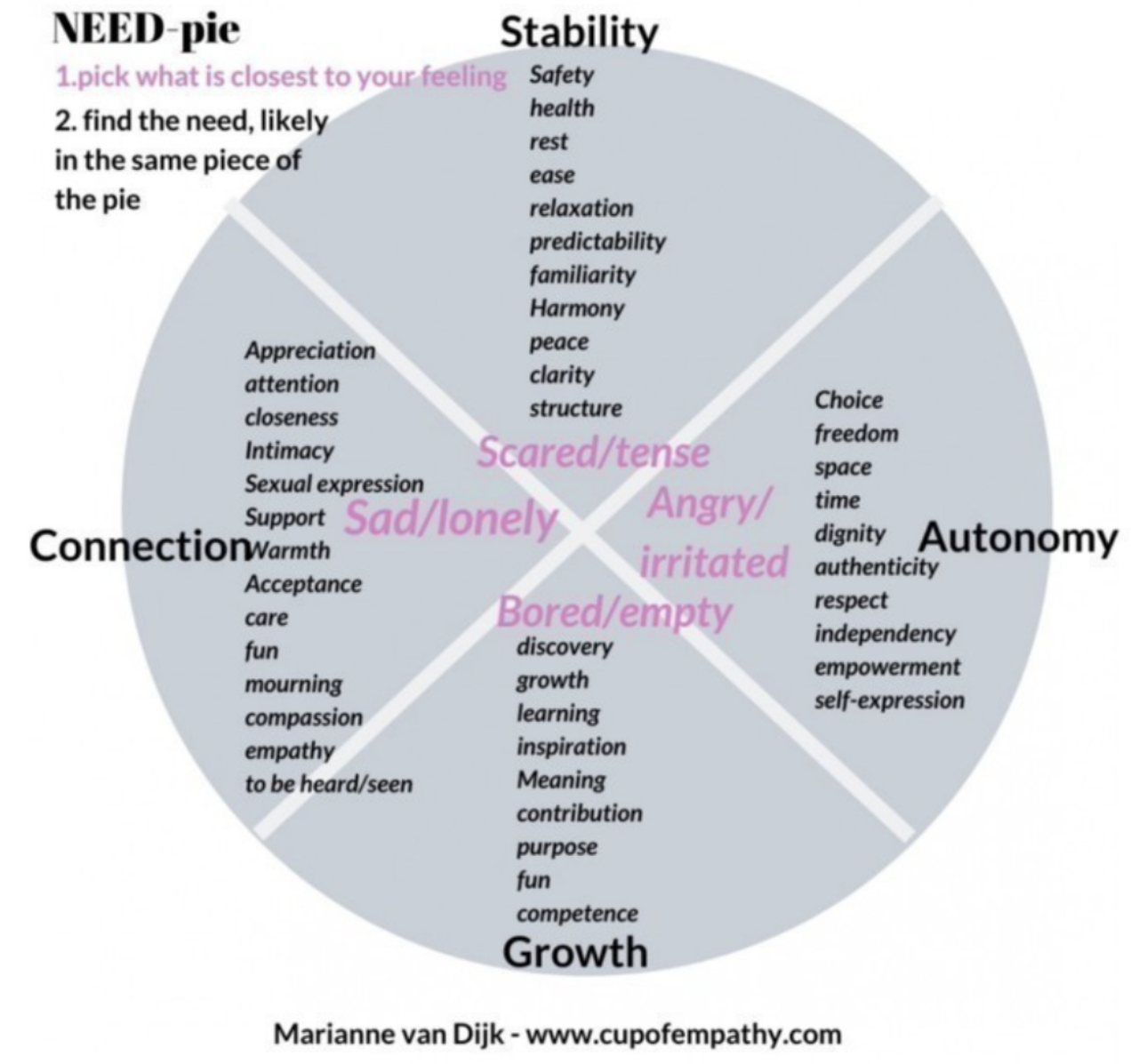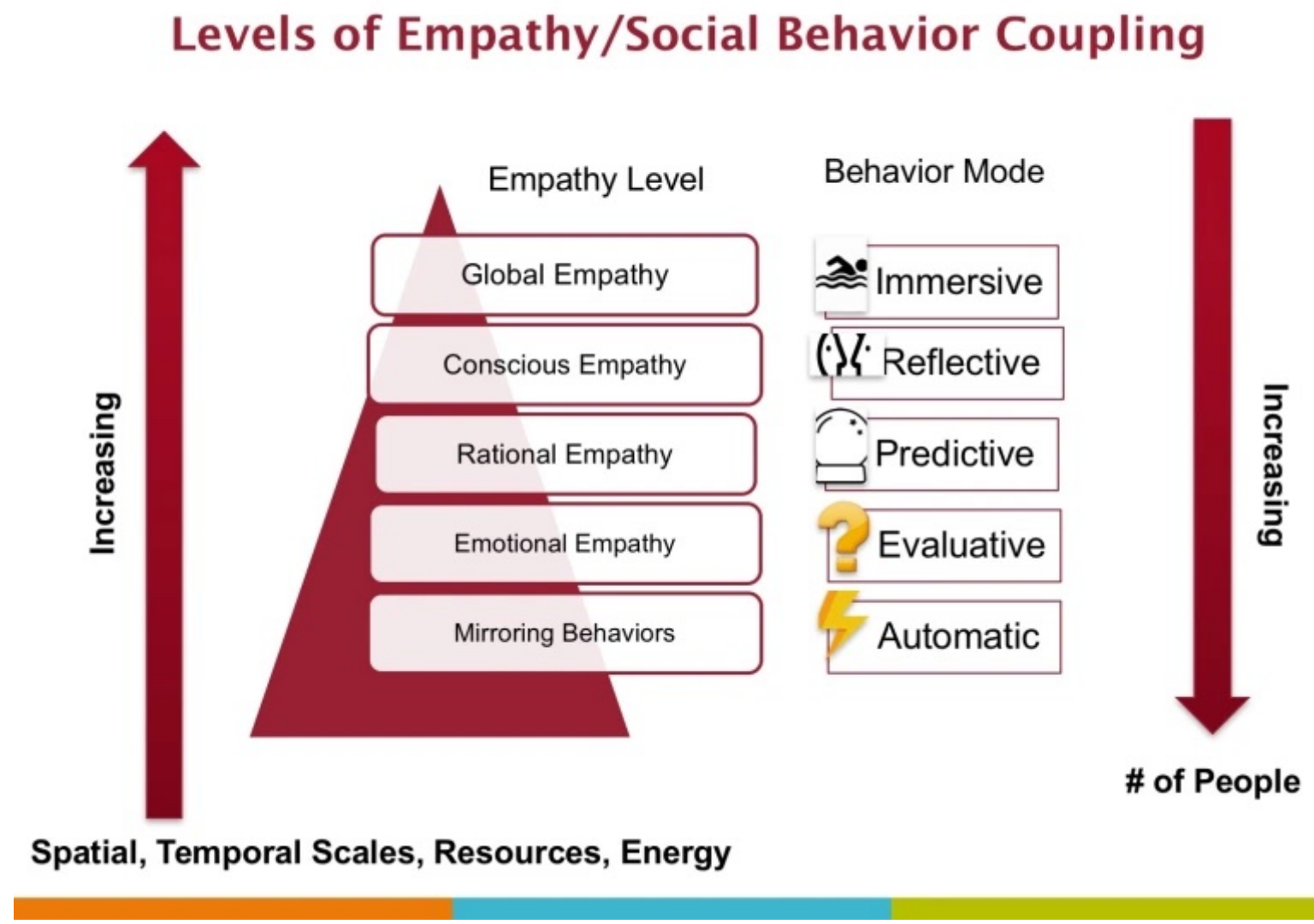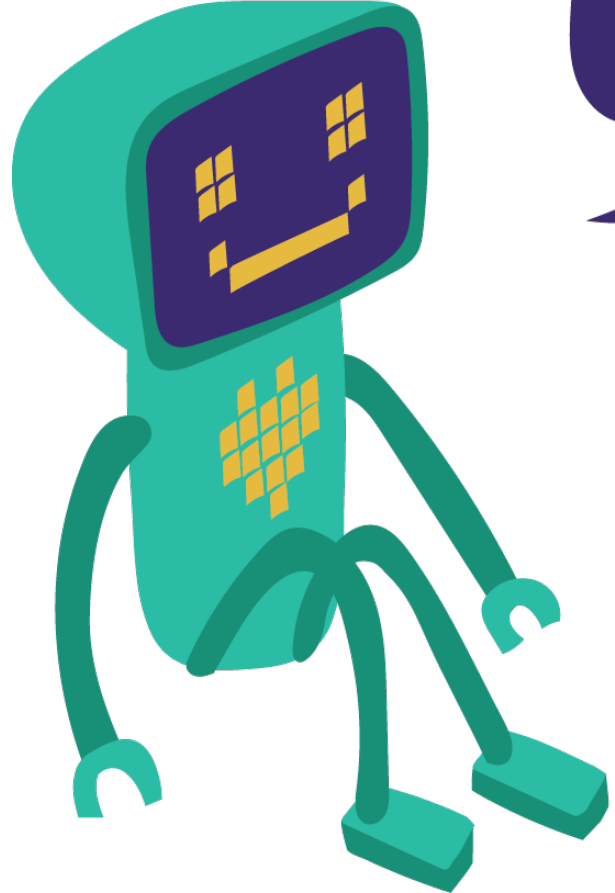## RECOMMENDATIONS FOR SOFTWARE COMPANIES

- DO support developers' emotional wellbeing; it will help their productivity
- DO ask employees what they need (e.g., equipment, professional training)
- DO help employees improve the ergonomics of their home work spaces
- DON'T expect normal productivity during the pandemic; it's unrealistic
- DON'T pressure employees to be productive; it will make matters worse
- DON'T make any decisions (e.g., layoffs, promotions) based on productivity during the pandemic

12 LANGUAGES
Arabic, Chinese, English, French, Italian, Japanese, Korean, Persian, Portuguese, Spanish, Russian, Turkish

53 COUNTRIES
With region-specific advertising strategies

2225 DEVELOPERS
81% male
94% employed full-time
27% live with children
8% have disability
9.3 yrs mean experience

~3 WEEKS
Data collection from March 27, 2020, to April 14, 2020

H. K. MARKEY ET AL
SECRET COMMUNICATION SYSTEM
Filed June 10, 1941

Fig.1.

Layer 3

OPEN SOURCE & FEELINGS

Levels of Empathy/Social Behavior Coupling

Empathy Level | Behavior Mode
- Global Empathy — Immersive
- Conscious Empathy — Reflective
- Rational Empathy — Predictive
- Emotional Empathy — Evaluative
- Mirroring Behaviors — Automatic

Increasing

# of People

Spatial, Temporal Scales, Resources, Energy

NEED-pie
1. pick what is closest to your feeling
2. find the need, likely in the same piece of the pie

Stability
Safety
health
rest
ease
relaxation
predictability
familiarity
Harmony
peace
clarity
structure

Scared/tense

Connection
Appreciation
attention
closeness
Intimacy
Sexual expression
Support
Warmth
Acceptance
care
fun
mourning
compassion
empathy
to be heard/seen

Sad/lonely

Angry/irritated

Bored/empty

Autonomy
Choice
freedom
space
time
dignity
authenticity
respect
independency
empowerment
self-expression

discovery
growth
learning
inspiration
Meaning
contribution
purpose
fun
competence

Growth

Marianne van Dijk - www.cupofempathy.com

Social skills
Love. Pride. Respect.
Boundaries. Questions.
No. Yes. Maybe. Pause.
Asking. Answering.
Solidarity. Courage.
Noncompliance.
realsocialskills.org

Connection is why we're here. It's what gives purpose and meaning to our lives. It's neurobiologially how we're wired. It's why we're here.

- Brené Brown

TRAVEL IS LIFE

Communities, Connections, Belonging

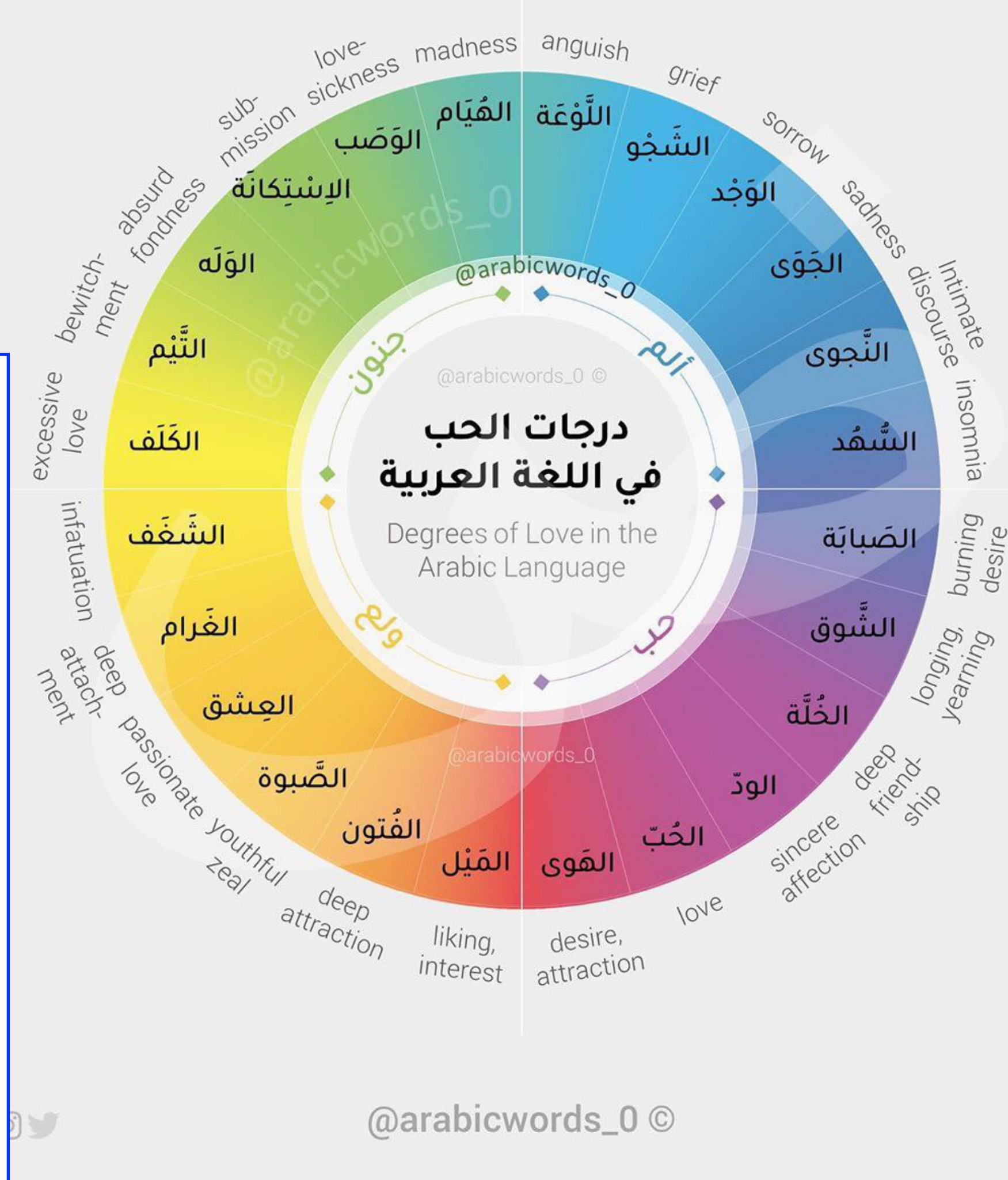Vesna Manojlovic | NLUUG | November 2021 | Utrecht

Layer 4: Esteem & FIN-ACK

Dr. Thema
@drthema

Doing nothing is doing something.

I'm glad you're resting, restoring, recovering, day dreaming, decluttering your mind, practicing stillness, breathing, reconnecting with yourself, and taking sacred pause.

درجات الحب
في اللغة العربية

Degrees of Love in the Arabic Language

@arabicwords_0 ©

love-sickness — madness — anguish — grief — sorrow — sadness — intimate discourse — insomnia — burning — desire — longing, yearning — deep friendship — sincere affection — love — desire, attraction — liking, interest — deep attraction — passionate youthful zeal — deep love — deep attachment — infatuation — excessive love — bewitchment — absurd fondness — submission

اللَّوْعَة — الهُيَام — الوَصَب — الإشتِكانَة — الوَلَه — التَّيْم — الكَلَف — الشَغَف — الغَرَام — العِشق — الصَّبوة — الفُتون — المَيْل — الهَوَى — الحُبّ — الوَدّ — الخُلَّة — الشَّوق — الصَبابَة — الشَّهُد — النَّجوى — الجَوَى — الوَجْد — الشَجْو

جنون — ألم — حب — ولع

@arabicwords_0 ©

HANDSHAKE ALTERNATIVES

THE BUMP — THE BOW — THE FOOT TAP — THE WAVE
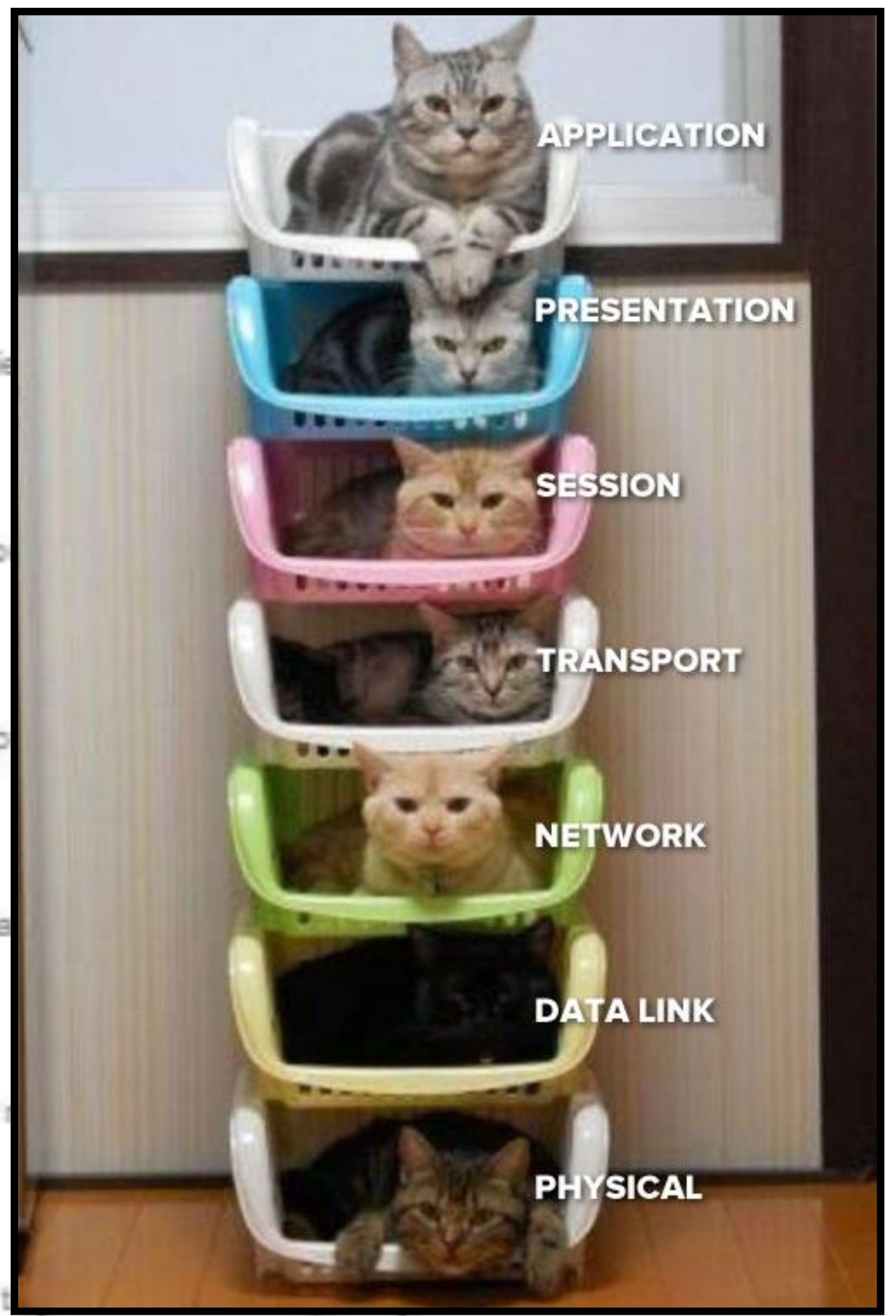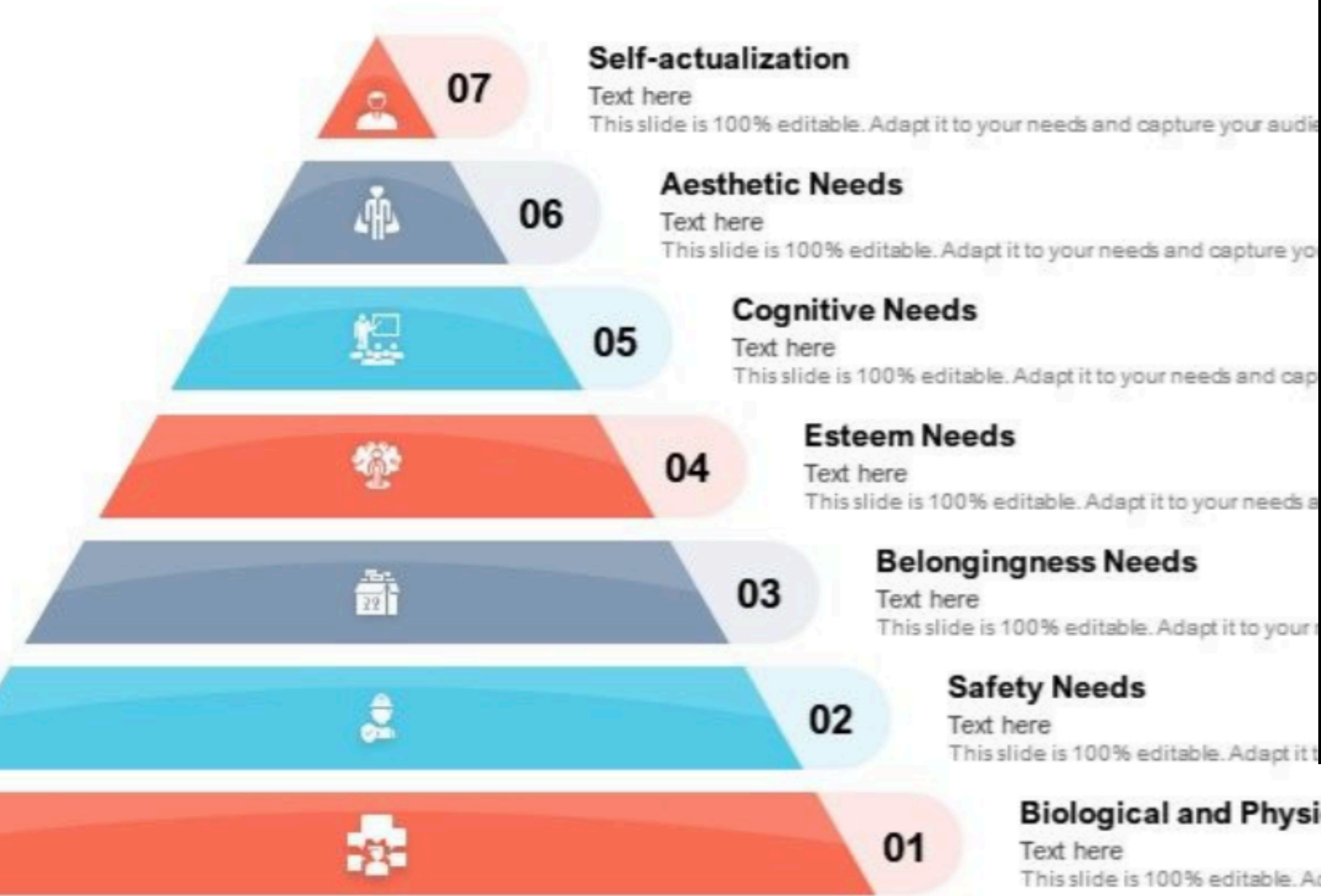
RIPE Community Resilience: "You Are Not Alone"

5. Session Layer / Cognitive Needs

5.1. Embrace Neurodiversity

6. Presentation Layer / Aesthetic Needs

6.1. Art& Beauty; Climate Chaos; Nature is Healing; We belong to Circles

7. Application Layer / Need for (self) Actualisation

7.1. Web of Interconnections vs Privilege

Cognitive Needs: ND!
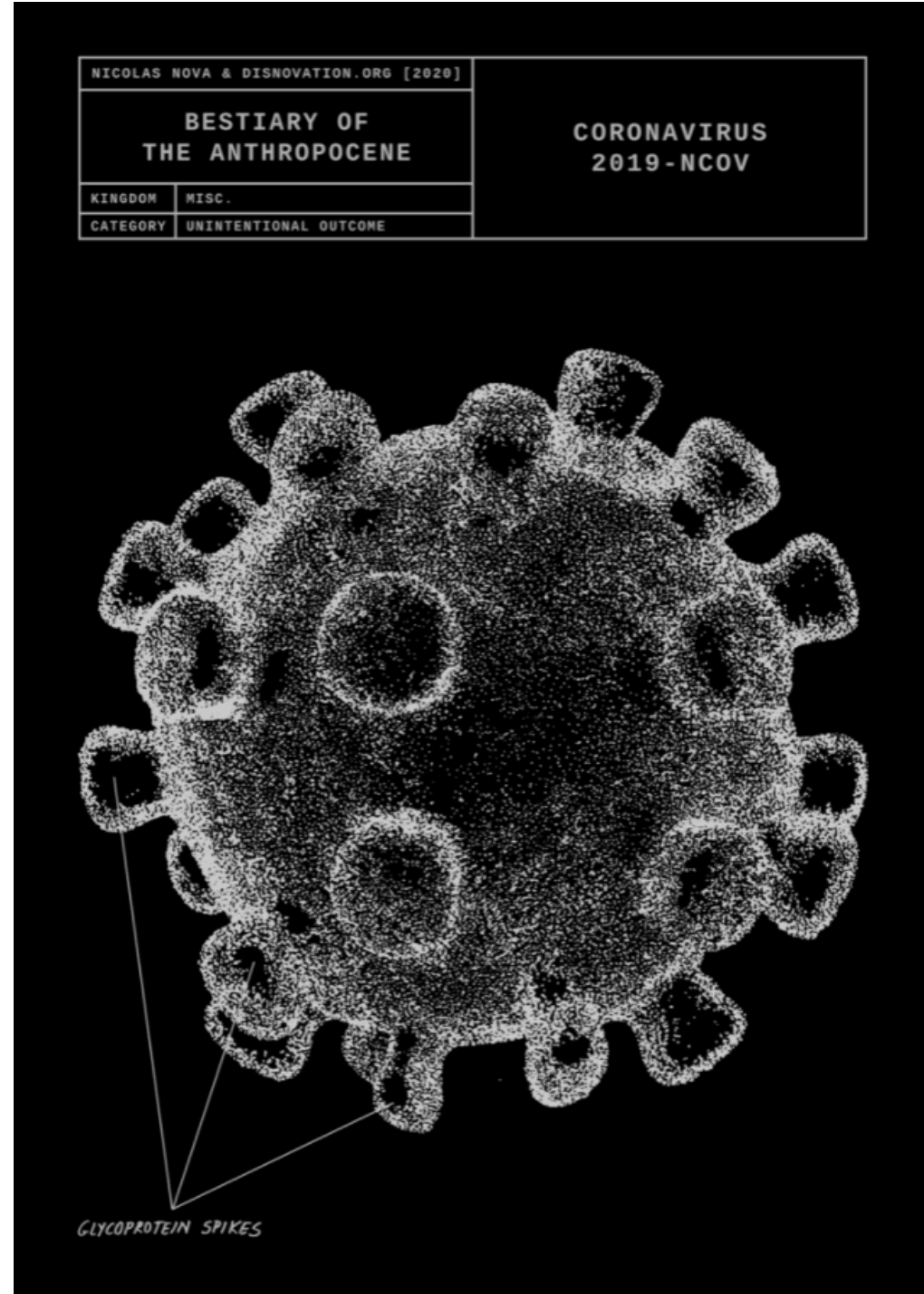
Layer 7: Self Actualisation

WHEEL OF POWER/PRIVILEGE

Adapted from ccrweb.ca

@sylviaduckworth

Utrecht

TEAM COMMUNITY

ARTICLE19

Building Stronger Communities

Community Health Report 2020:
The case for mental health support
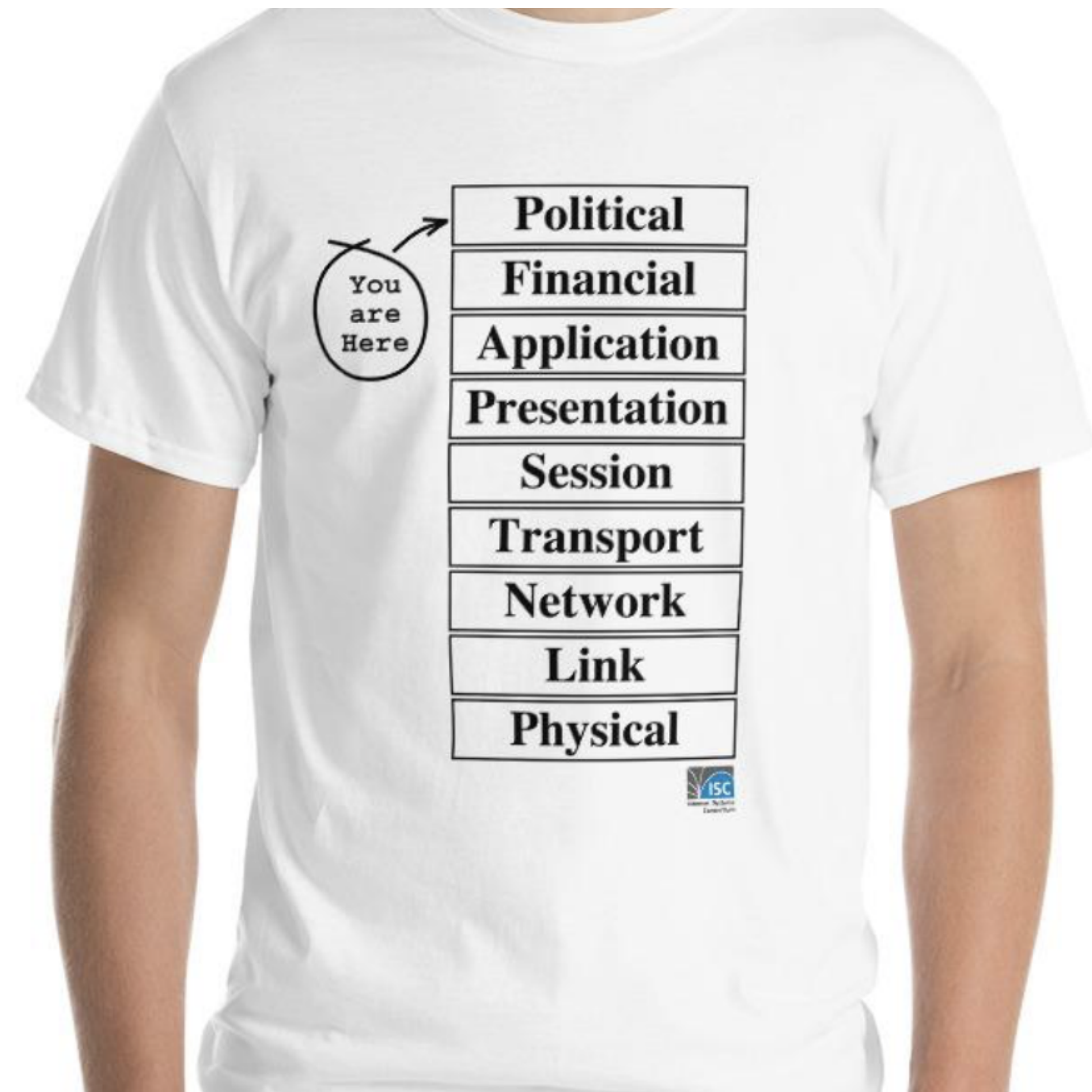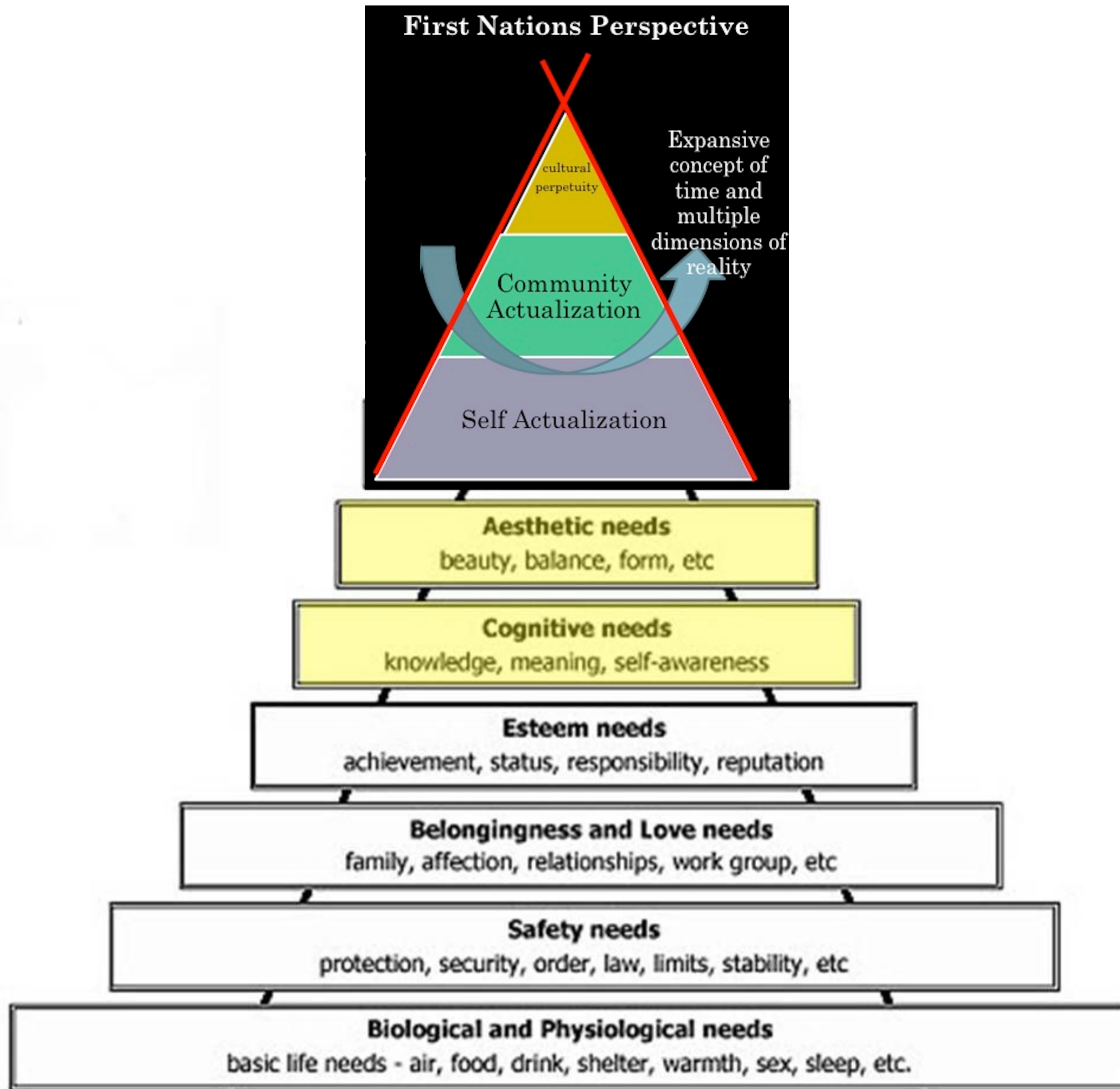for digital rights defenders

Released July 2021

With Great Power Comes Great Responsibility

"I finally realized that owning up to your vulnerabilities is a form of strength. And making the choice to go to therapy is a form of strength."
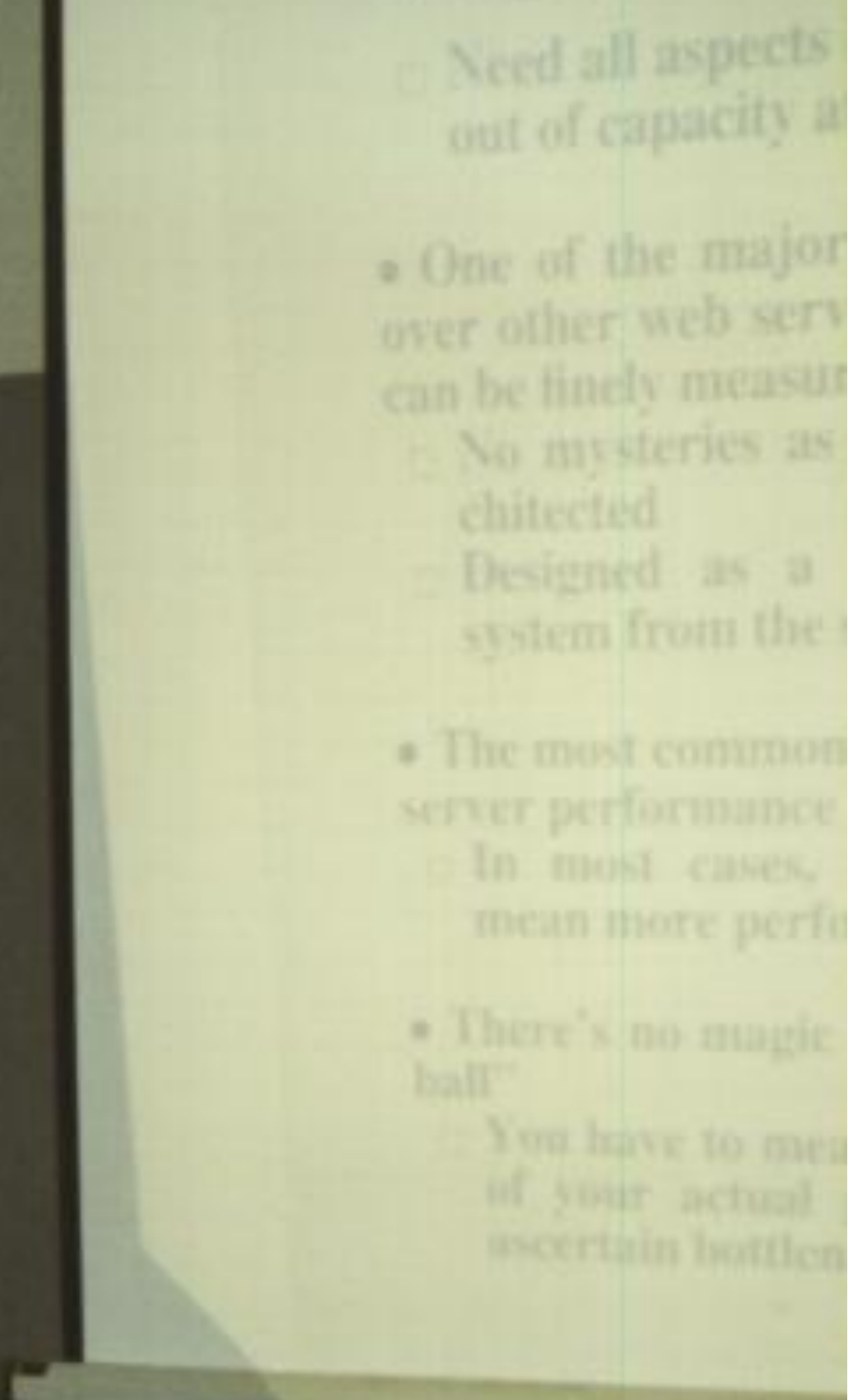
LIZZO

Indigenous Perspectives & Extended Stack

First Nations Perspective

cultural perpetuity

Expansive concept of time and multiple dimensions of reality

Community Actualization

Self Actualization

Aesthetic needs
beauty, balance, form, etc

Cognitive needs
knowledge, meaning, self-awareness

Esteem needs
achievement, status, responsibility, reputation

Belongingness and Love needs
family, affection, relationships, work group, etc

Safety needs
protection, security, order, law, limits, stability, etc

Biological and Physiological needs
basic life needs - air, food, drink, shelter, warmth, sex, sleep, etc.

You are Here

Political
Financial
Application
Presentation
Session
Transport
Network
Link
Physical

ISC

Evi Nemeth

RIPE Community Resilience: "You Are Not Alone"

8. **Financial Layer / Need for Contribution & Community Actualization**

   **8.1.** Economy of Care, Alternatives to Capitalism, Resisting Inequalities

9. **Political Layer / Need for Transcendence & Cultural Perpetuity**

    9.1. "Each society has the Internet they deserve"

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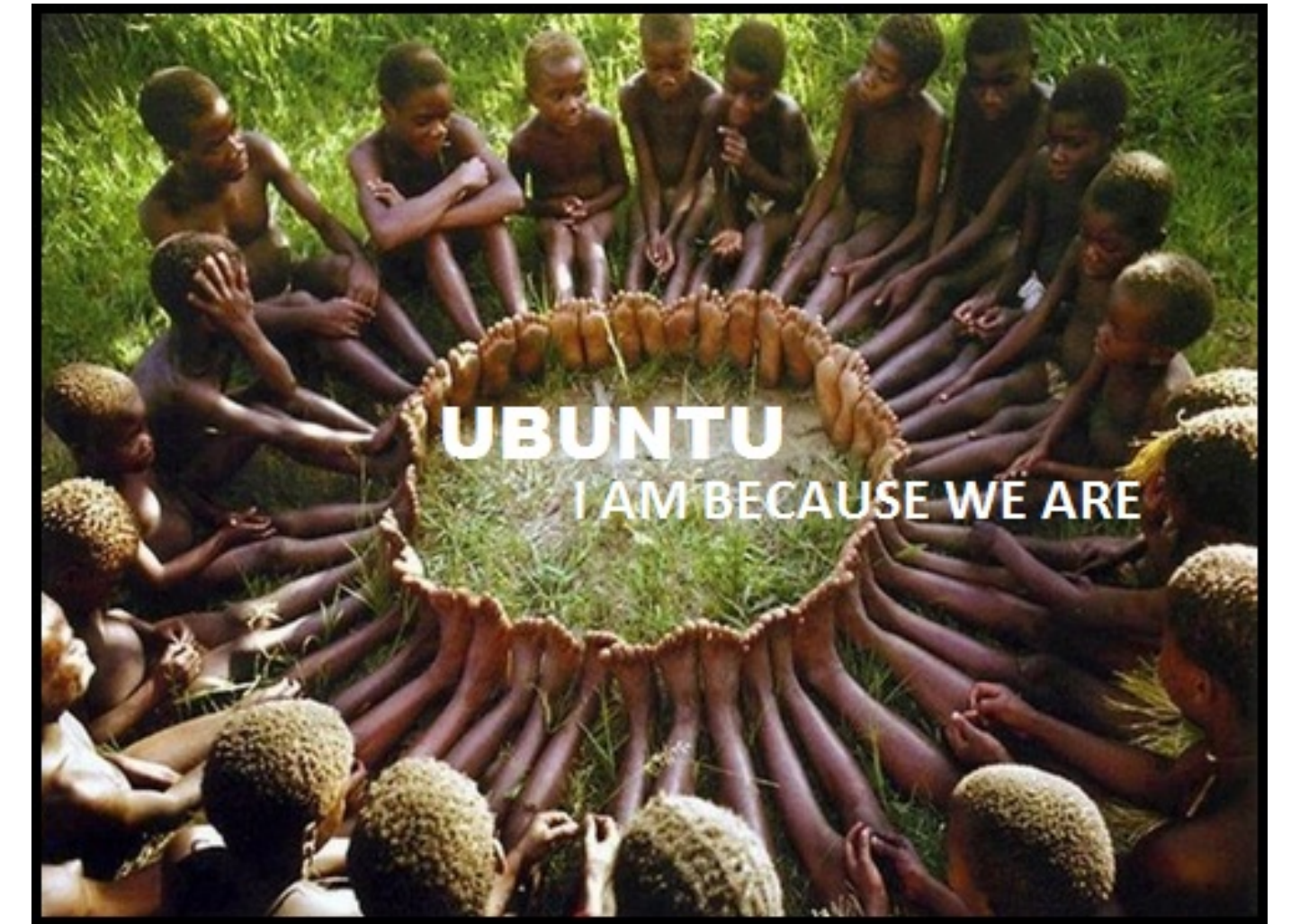# Layer 8: "Economy" / Community Actualisation

Gift Economics is based in what Marshall Rosenberg called "natural giving" – when human beings give and receive freely out of our intrinsic desire to contribute to one another.
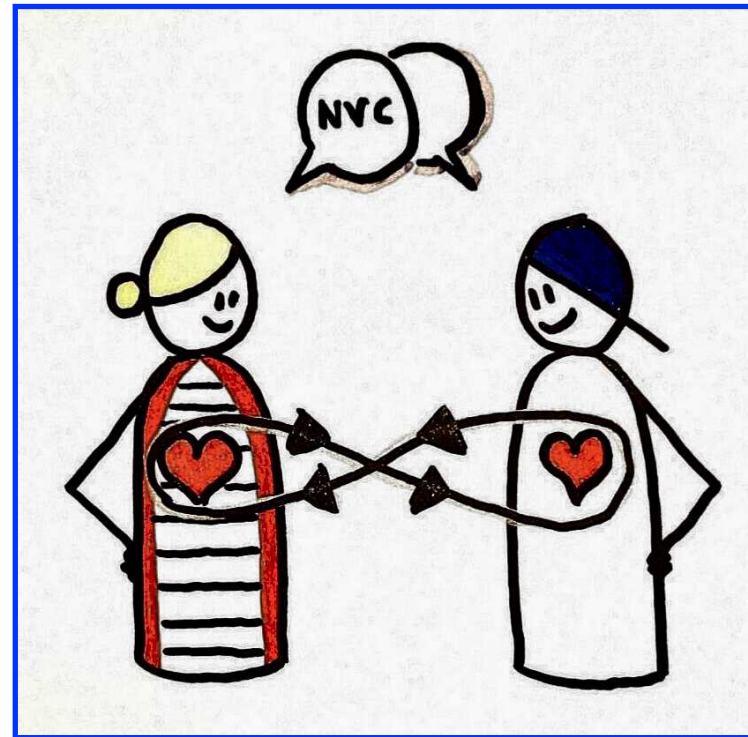
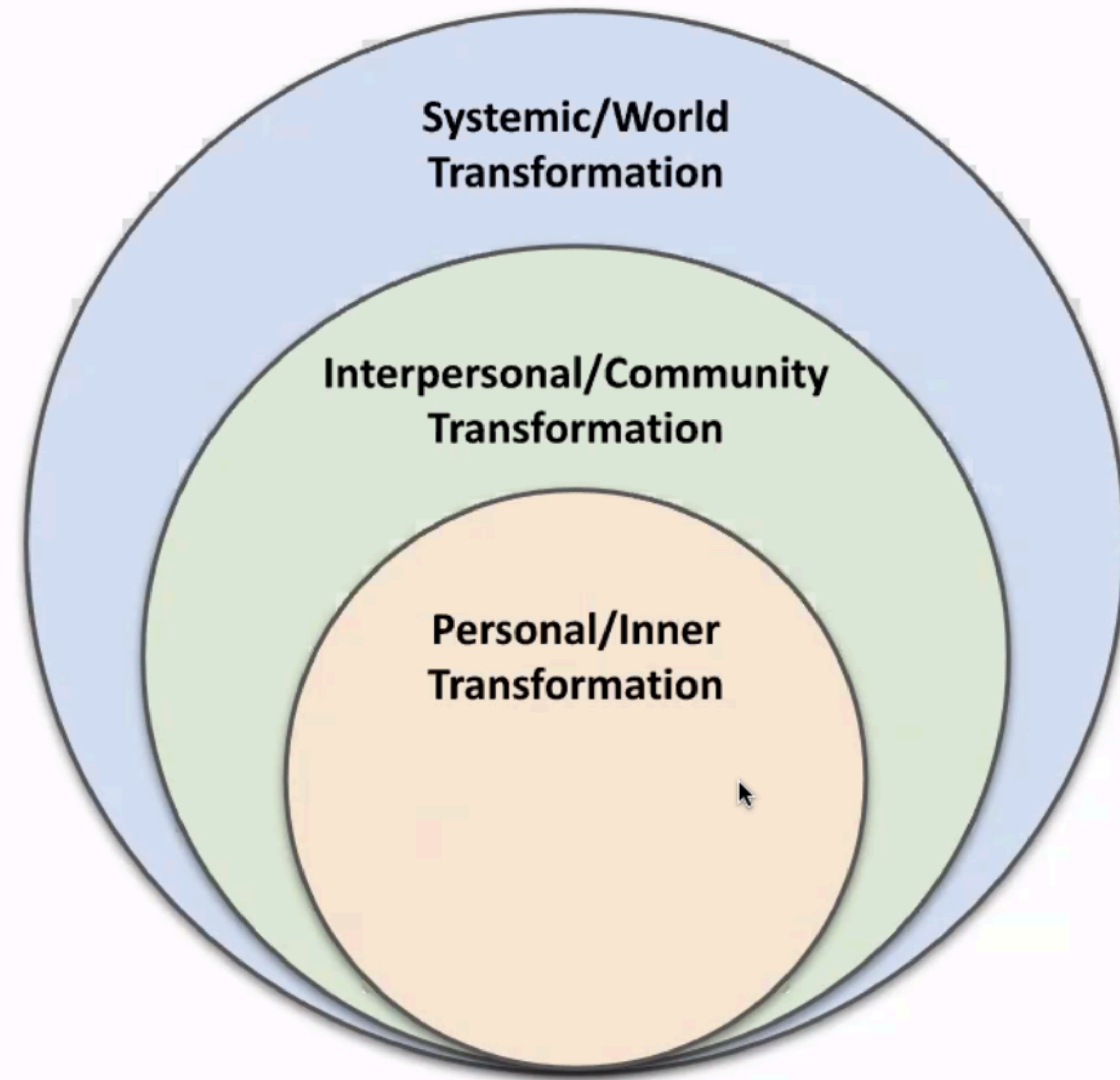— Community practising
"Non-Violent Communication"


Vesna
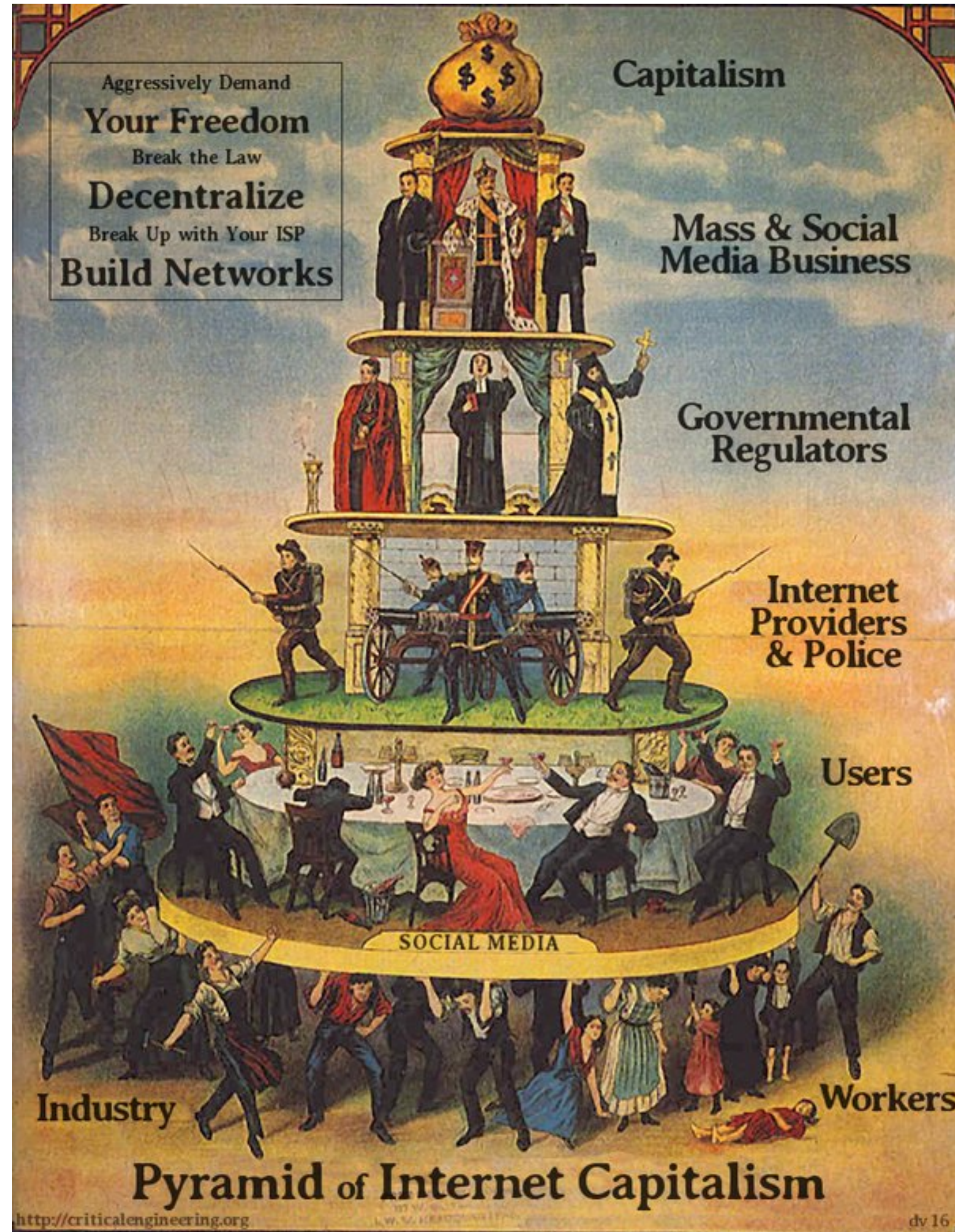
Layer 9: Cultural Perpetuity
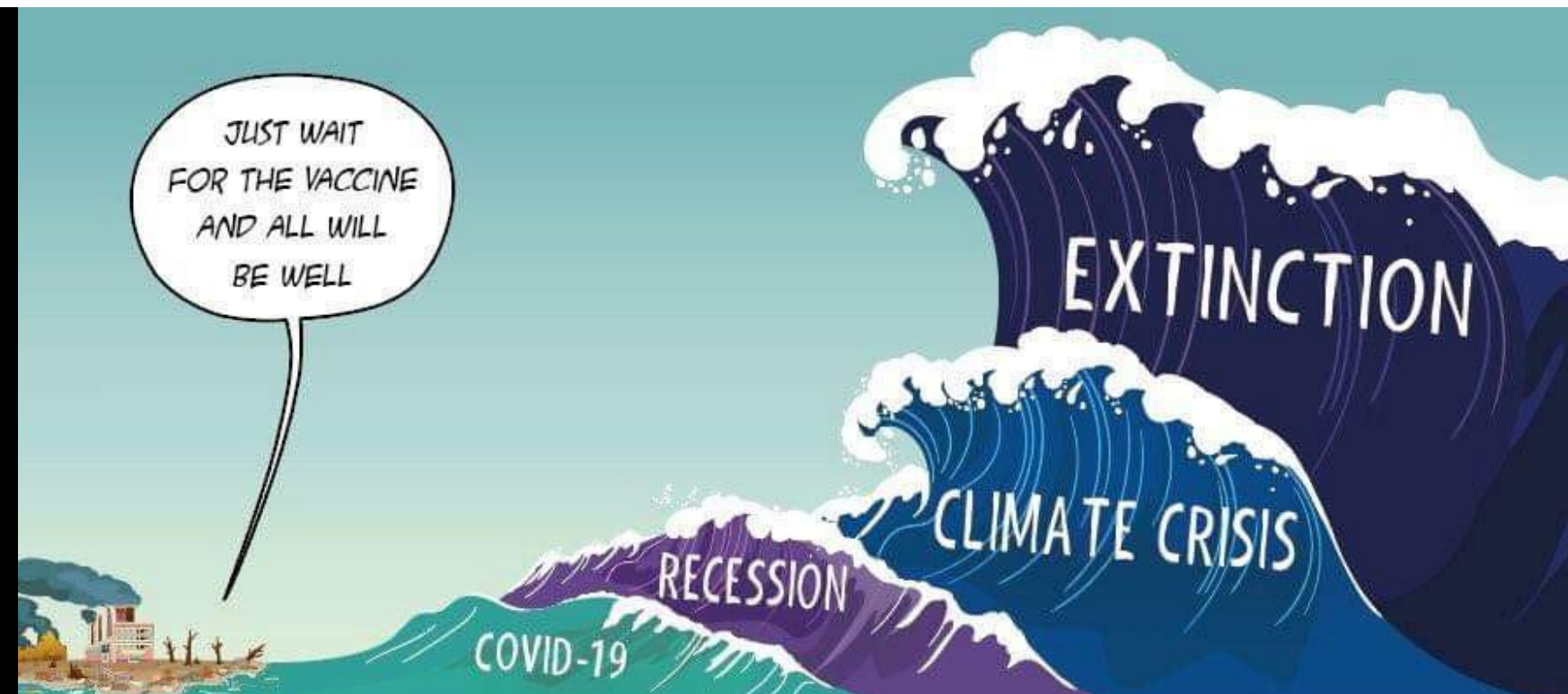
Vesna

Integrating Personal, Interpersonal & Systemic Transformation

Beyond Resilience

- **Structural problems deserve systemic solutions**

- **Building Restorative (Justice) Systems for Transforming Conflicts: NVC**

  - https://www.nonviolentcommunication.com/learn-nonviolent-communication/nvc-restorative-justice/

- Justice, Equity, Diversity, Inclusion J.E.D.I.

STRUCTURAL PROBLEM

MAKING DIFFERENT PERSONAL CHOICES

imgflip.com
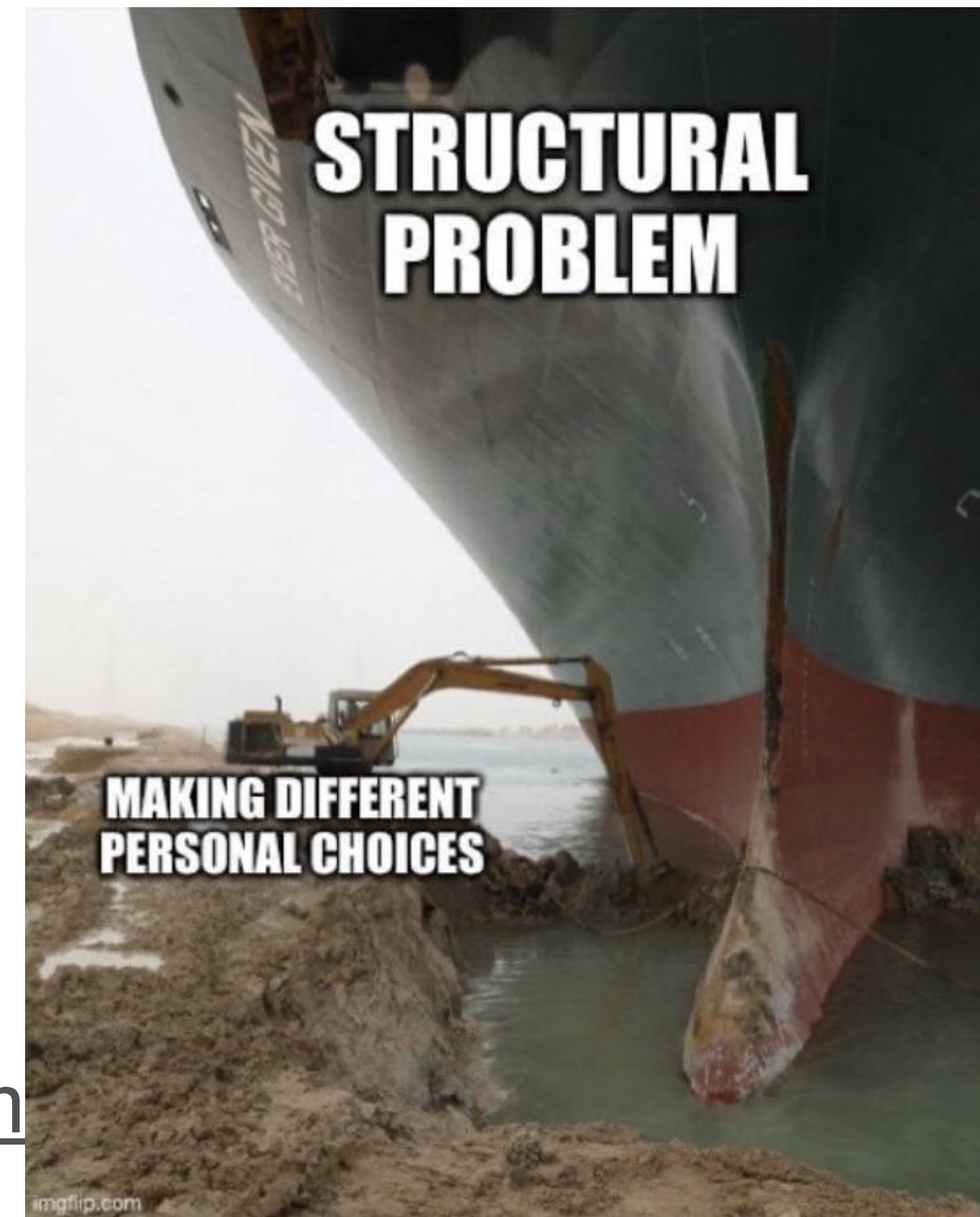
Dr. Dee Knight
@DrDeeKnight

Stop calling people resilient without calling out the systems that force them to be resilient or die.

02:24 · 01/04/2021 · Twitter for iPhone

2.041 Retweets 70 Quote Tweets 7.358 Likes

Joseph Oteng @drjotengii · 5h
Replying to @DrDeeKnight and @DrKWheatle

Yes! Stop applauding resiliency & grit.

If you did nothing to remove the barriers, inequities, and hardships that people faced, then you are lauding survivorship in the face of inaction.

Maintaining an exclusive status quo makes complacency complicity.

I dream of never being called resilient again in my life.

I'm exhausted by strength. I want support. I want softness. I want ease. I want to be amongst kin. Not patted on the back for how well I take a hit. Or for how many.

Calls to Actions

- **Take Part in Transforming the System**

- **Interpersonal / Community Activism**

  - Offer to be a mentor, a sponsor, a listener…

  - Ask for support: your need is a gift!

- **Be a rebel! Challenge Power$_{(\#)}$! Get in Good Trouble!**

  - *(#) if in power: repay reparations & remove yourself*

"When you see something that is not right, not fair, not just, you have to speak up. You have to say something, you have to do something. Get in trouble, good trouble, necessary trouble!"

— John Lewis

Self-care is resistance

As the Lakota Sioux phrase Mitakuye Oyasin – "All my relations" – implies, we're all connected, all in this together. Recovery is reciprocal: heal yourself, heal the world; heal the world, heal yourself.

Alberto Villoldo

quotefancy

"A small group of thoughtful people could change the world. Indeed, it's the only thing that ever has."

– Margaret Mead

2021
Community
Health
Village
Sustainable Networks
& Movements

Livable World Is Basis for All Needs

Rebel for Life!

SELF-ACTUALISATION
Pursue Inner Talent Creativity Fulfillment

SELF-ESTEEM
Achievement Mastery Recognition Respect

BELONGING - LOVE
Friends Family Spouse Lover

SAFETY
Security Stability Freedom from Fear

PHYSIOLOGICAL
Food Water Shelter Warmth

WiFi

battery

all **technical** decisions are **political**

authentic engine

extinction rebellion

With Great Power Comes Great Responsibility

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ELINOR OSTROM
2009 Nobel Laureate
in Economic Sciences

I can s

I'm

her
and
neurob

MARGARET
MEAD

PRACTICE
of
MEDICINE