

# Giving and Getting Technical Help Without Being Scared

SONIA SINGLA

 @soniasinglas



## SONIA SINGLA



- Kubernetes 1.20 release notes shadow
- CNCF Intern with Thanos
- Outreachy Intern at Mozilla

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# Asking Questions can be hard



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CloudNativeCon

North America 2020

*Virtual*



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Img Src:  
<https://www.machinedesign.com/community/article/21836908/what-questions-should-you-ask-during-the-product-lifecycle>

# Helping can be Hard





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# Helping is Culture

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# Helping is Culture



designed by freepik



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# Opportunity and Visibility, not Advice

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**“Advice is just one thing a mentor give. But there are residual benefits from visible proximity and tangential relationships to be gained.”**

- Kristy Tillman

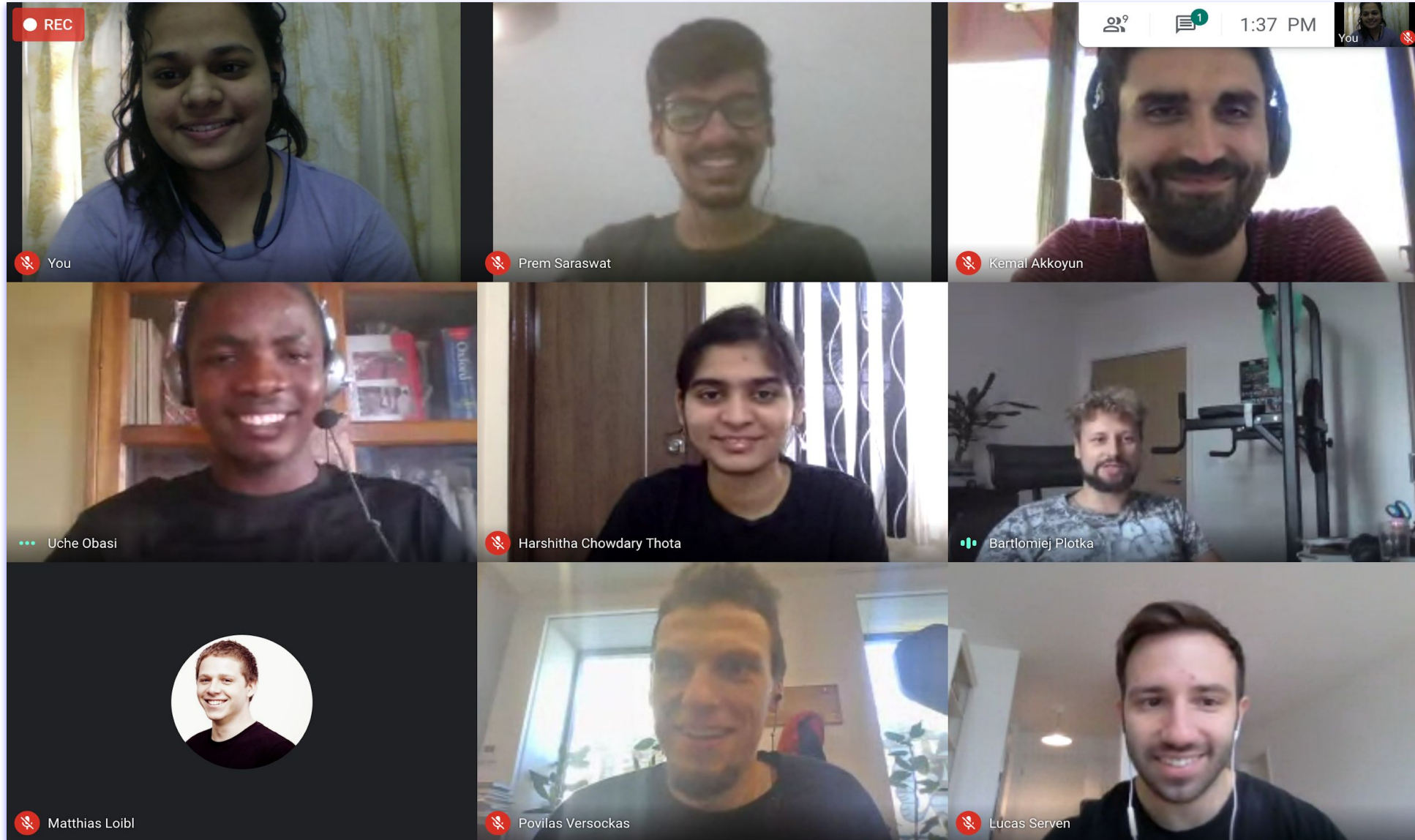


# Community Bridge with Thanos



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# Getting Technical Help!



# Getting Technical Help!

# Giving Technical Help!



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# Choose the Right Place to Ask

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# A Few Don'ts



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- Don't expect to be **spoon-fed**
- Don't get annoyed if...
  - You don't get an answer in the first few hours
  - People ask you for more details
  - Someone tells you you're '**doing it wrong**'  
*(they will – you can almost count on it)*





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# Practice a 15-Minute Rule

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Explain what you're  
trying to do -  
**“Big-picture goal”**



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**Don't say *"I tried to  
run XYZ and it didn't  
work. Please help!"***

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# Say what you have already tried

# Say Thanks & Feedback



# Getting Technical Help



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- Choose the right place to ask
- Practice a 15-minute rule
- Explain what you're trying to do -  
"Big-picture goal"
- Say what you have already tried
- Say Thanks & Feedback



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# Encourage Asking Questions

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# Encourage Asking Questions



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- You are not getting enough questions, ***reward question-asking***

# Encourage Asking Questions



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- You are not getting enough questions, ***reward question-asking***
- You are getting lots of questions, ***teach them how to ship***

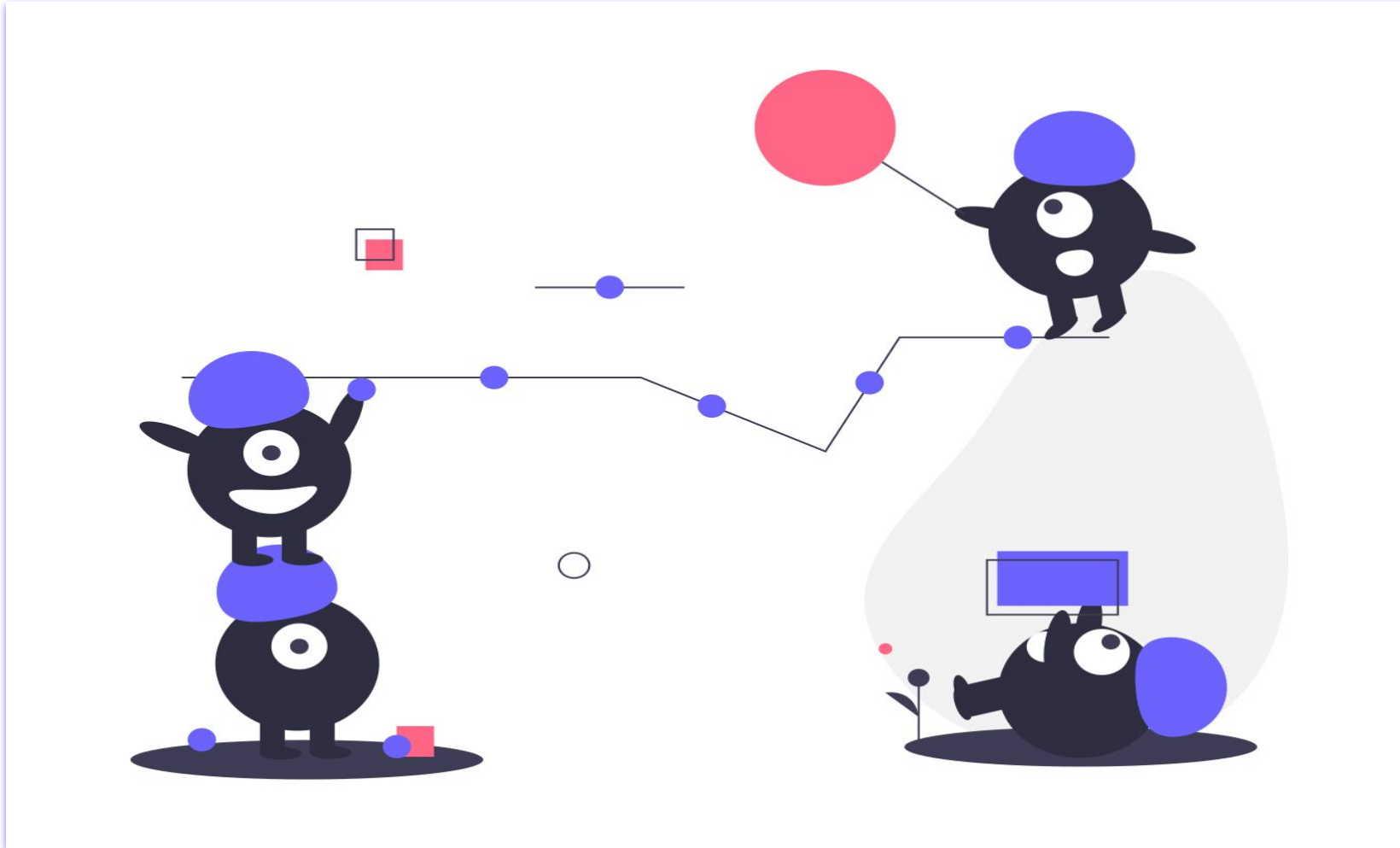
# Create Healthy Environment



# Create Healthy Environment



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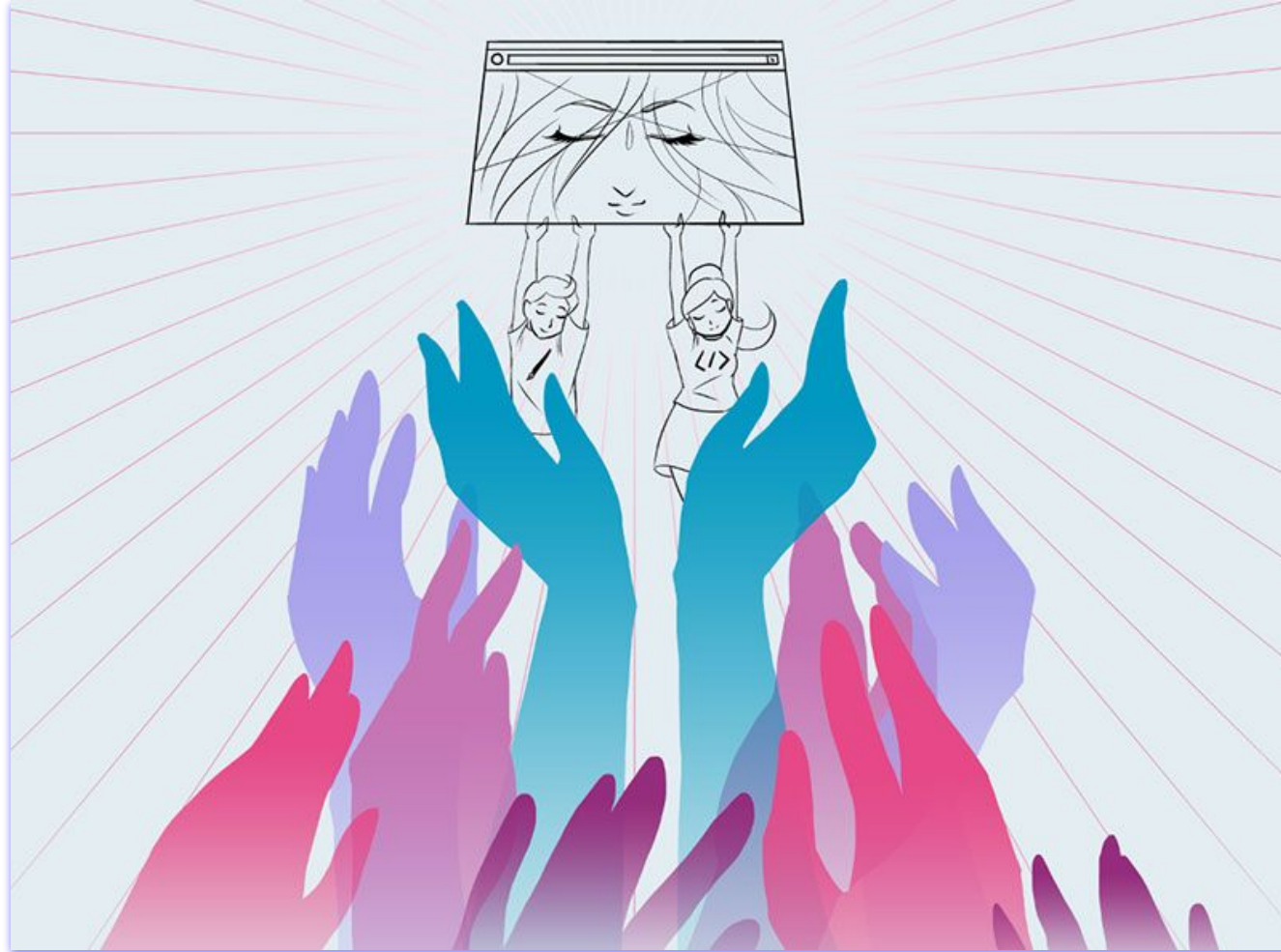
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# Explain the Process & Reason

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# Help them to **Grow**

# Help them to grow





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# Use Inclusive Language

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~~“Easy”~~

~~“Obviously”~~

~~“Just”~~

~~“FWTW”~~

~~“Guys”~~

# Giving Technical Help



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- Encourage asking questions
- Create healthy environment
- Explain the process & reason
- Help them to grow
- Use Inclusive Language

# Successful and Healthy Community



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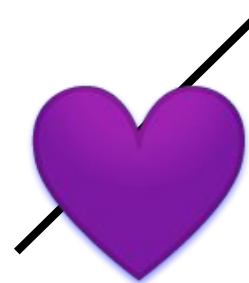
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Img Src: <https://opensource.com>

# Thank You!



# Any Questions?



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