Assholes are killing your project
Community is critical

Contributors

Reputation  Results
Your ability to get results depends on your community.
What makes a great community?

Most of us

Assholes

The best
Is this even a problem?

Ubuntu launches

Proto-assholes start receiving complaints

Assholes removed
What isn't an asshole?

Conflict is good
What is an asshole? Two tests

1. After talking to the asshole, does the target feel oppressed, humiliated, de-energized, or belittled?

2. Does the asshole target those less powerful?
What is an asshole?

Look for patterns
How many good interactions does it take to cancel out one bad one?
Men tend to Fight

Pearson & Porath
Flickr: undergroundbastard
Women tend toward Flight

Pearson & Porath
Flickr: noeluap
Problems assholes cause to targets

- 48% decreased their effort
- 47% worked less time
- 38% dropped their quality
- 66% declined in performance
- 80% lost time worrying
- 63% lost time avoiding
- 78% became less committed
- 25% quit; 20% of witnesses quit!
Cascading effects amplify the problem
Problems assholes cause to projects

- Reduced innovation & creativity
- Reduced cooperation & cohesion
- Cost of targets' retribution toward project
- Impaired cooperation from external projects & people

- Impaired ability to attract the best & brightest
- Recruiting more assholes
TCA: Total Cost of Asshole

Team lead
+ Developer relations team
+ Project leadership
+ Recruiting & training new developers
+ Targets & witnesses

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Total Cost of Asshole
An asshole is incompetent
How do you fix it?
How do you prevent it?
Be quantitative
Keep your standards high
Provide expectations
Want to learn more?
Read these

1. *Getting Past No: Negotiating in Difficult Situations* by William Ury
2. *The No Asshole Rule: Building a Civilized Workplace and Surviving One That Isn’t* by Robert I. Sutton
In the long run, dealing with assholes is never worth it.