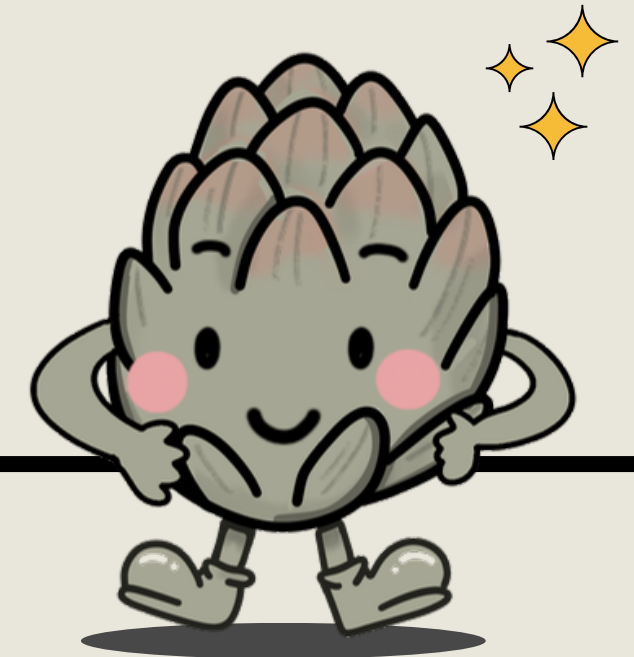




The Experience is the Community

Workshop for open source community leaders to map why people stay, why they leave, and what to improve next.

La experiencia es la comunidad

Taller para líderes de comunidades de código abierto para analizar por qué las personas se quedan, por qué se van y qué mejorar a continuación.

Introduction

Introducción

Who you are
One liner about yourself
(maintainer, conference organiser, meetup leader, etc)

*Quién eres
Preséntate en una frase
(persona mantenedora, organizadora de conferencias, líder de
meetup, etc.)*



How the room works

Cómo funciona este espacio

Honest does not mean unsafe.
Ser honestos no significa dejar de cuidar a las personas.

- Work on a real community.
Trabaja con una comunidad real.
- Share only what you are comfortable sharing.
Comparte solo aquello con lo que te sientas bien.
- No naming people or communities without consent.
No menciones a personas ni comunidades sin su consentimiento.
- Small changes is beat perfect plans.
Los pequeños cambios son mejores que los planes perfectos.

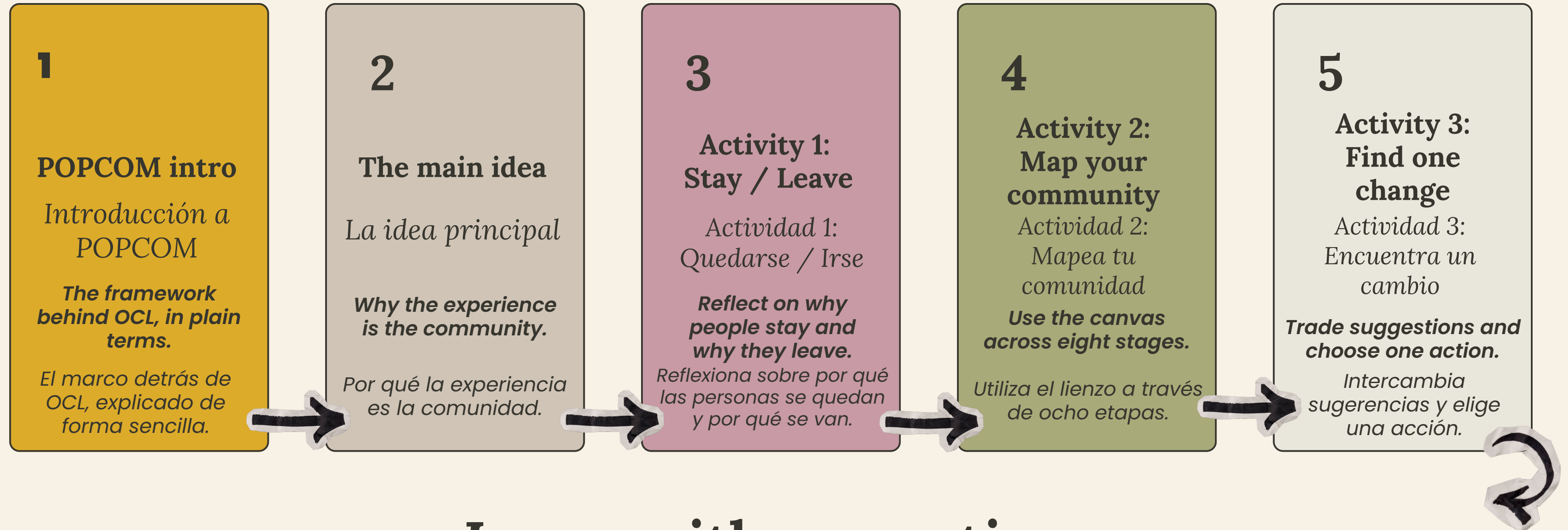


Workshop outline

The workshop moves through five parts.

Estructura del taller

El taller se divide en cinco partes.



Leave with one action
Sal de aquí con una acción concreta.

Open Community Leadership

Open Community Leadership

FRAMEWORKMODULESRESOURCESRESEARCHBADGES

Open Community Leadership

Helping communities create future contributors and leaders

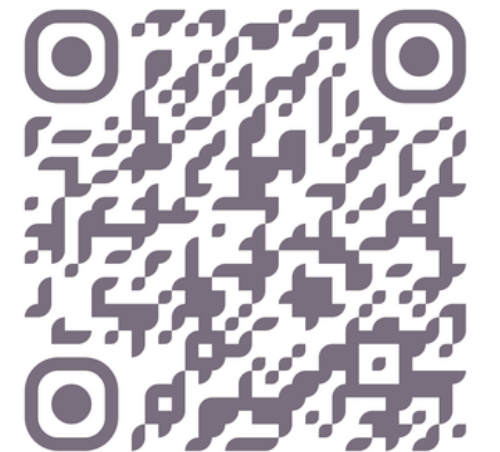
Open Community Leadership (OCL) is an open-source project that turns community knowledge into practical frameworks, tools, and learning resources. Through POPCOM, it helps communities understand how people join, contribute, take responsibility, build relationships, and grow into future leaders.

[Explore the framework](#)[Start a module](#)

A FRAMEWORK FOR OPEN COMMUNITY LEADERSHIP

What OCL gives you

A framework POPCOM gives you a shared language for community health.	A module path Each module turns one part of community leadership into practice.
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opencommunityleadership.dev

The 3 Learning paths

Las 3 rutas de aprendizaje

SELF GUIDED **AUTOGUIADO**

*Work through the modules at
your own pace.*

*Avanza por los módulos a tu
propio ritmo.*

WORKSHOP **TALLER**

Join a live session someone runs

*Aprende con otras personas en
un taller facilitado.*

MENTOR **MENTORÍA**

*Guiding another person or a
small cohort*

*Aprende a guiar el proceso de
aprendizaje en tu propia comunidad.*

POPCOM

Six dimensions that shape how people join, participate, grow, and take responsibility.

Seis dimensiones que influyen en cómo las personas se incorporan, participan, crecen y asumen responsabilidades.



Participation *Participación*

How people join

Cómo se incorporan las personas



Ownership *Responsabilidad*

How people gain responsibility

Cómo las personas asumen responsabilidades



Purpose *Propósito*

Why people stay

Por qué las personas se quedan



Connection *Conexión*

How relationships form

Cómo se crean las relaciones



Opportunity *Oportunidad*

How contributors grow

Cómo crecen quienes contribuyen



Mentorship *Mentoría*

How communities reproduce

Cómo las comunidades se reproducen



Stay / Leave Quedarse / Irse

Write one reason per sticky note. Then cluster themes on the wall

Escribe una razón por nota adhesiva. Después, agrupa los temas similares en la pared.

Stay Quedarse

*What made you
return?*

¿Qué hizo que volvieras?

Left Irse

*What made you
stoppe?*

*¿Qué hizo que dejaras de
participar?*

- **One reason per note**
Una razón por nota
- **Cluster similar reasons**
Agrupar las razones similares
- **Look for repeats across the room**
Busca patrones que se repitan en la sala



Map your community

You are mapping your own community. The table helps you think, but the canvas is yours.

Mapea tu comunidad

Estás mapeando tu propia comunidad. Tu grupo te ayuda a pensar, pero el lienzo es tuyo.

7 min

7 min

Write alone

Escribe por tu cuenta

First pass. Mark what works, breaks, or remains open.

Primera pasada. Marca lo que funciona, lo que falla o lo que sigue abierto.

Bell

Campana

Discuss

Conversa

Compare patterns with your table. Keep filling your own canvas.

Compara patrones con tu grupo. Sigue completando tu propio lienzo.

Finish

Final

Decide

Decide

Choose the stage you most want to change.

Elige la etapa que más quieres cambiar.

This is a first diagnostic pass, not a perfect map.

Este es un primer diagnóstico, no un mapa perfecto.

The Community Experience Canvas

El Lienzo de la Experiencia de la Comunidad



OPEN COMMUNITY LEADERSHIP · Module 1 · Workshop · Experience-is-the-community

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THE COMMUNITY EXPERIENCE CANVAS

Map the journey a person actually moves through inside your community. Read the prompt for your kind of community.

Community:
My Role:
Date:

POP COM INDEX
P
C

01. Arrival

IN PERSON How do people hear about you before they walk in?
REPO What does the README say in the first five seconds?
ONLINE Do people know what they're walking into?

02. Welcome

IN PERSON Who greets people at the door?
REPO What greets a first issue or PR—and who replies, how fast?
ONLINE Are people named as they join?

03. Participation P

IN PERSON What can a newcomer do besides listen?
REPO Is there a real issue behind the good first issue label?
ONLINE Can a newcomer do something in their first session?

04. Connection C

IN PERSON Where do people talk who aren't already friends?
REPO Do contributors meet each other, or only you?
ONLINE Is there a backchannel where relationships form?

05. Recognition

IN PERSON Are volunteers thanked by name?
REPO What's waiting for someone's second contribution?
ONLINE Does a returner get recognised as one?

06. Growth

IN PERSON How does an attendee become an organiser?
REPO How does a contributor become a maintainer?
ONLINE How does a participant become next cohort's mentor?

07. Safety

IN PERSON What happens when someone's uncomfortable?
REPO A heated thread, repaired, or left to fester?
ONLINE Who's holding the room on a call?

08. Return

IN PERSON Why come to the next one, not just this one?
REPO Why would a contributor open a second PR?
ONLINE What carries between sessions?

Works
Breaks
Open Question

Where's the gap? Which stage is weakest? where are you losing people? Start there.

One change to test One small change you can start this month and how you'll know it worked.

01. Arrival
01. Llegada

02. Welcome
02. Bienvenida

03. Participation
03. Participación

04. Connection
04. Conexión

05. Recognition
05. Reconocimiento

06. Growth
06. Crecimiento

07. Safety
07. Seguridad

08. Return
08. Regreso

Use the prompts for your context: in-person, repo, or online live.

Utiliza las preguntas correspondientes a tu contexto: presencial, repositorio o en línea.

EL LIENZO DE LA EXPERIENCIA DE LA COMUNIDAD

Map the journey a person actually moves through inside your community. Read the prompt for your kind of community.

Community: *PyBridge Rotterdam*
My Role: *Co-organiser*
Date: *July2026*



01. Arrival

- IN-PERSON** How do people hear about you before they walk in?
- REPO** What does the README say in the first five seconds?
- ONLINE** Do people know what they're walking into?

Meetup.com + word of mouth works – ~10 new faces every event

No idea how people who AREN'T on Meetup.com would ever find us

05. Recognition

- IN-PERSON** Are volunteers thanked by name?
- REPO** What's waiting for someone's second contribution?
- ONLINE** Does a returner get recognised as one?

Volunteers helped packed up 3 times. Nobody thanked them by name

First-time speakers get applause, then... nothing. No follow-up

02. Welcome

- IN-PERSON** Who greets people at the door?
- REPO** What greets a first issue or PR — and who replies, how fast?
- ONLINE** Are people named as they join?

Lisa greets everyone at the door – first-timers get a hello

...but when Lisa is away, nobody does it. It's a person, not a practice

06. Growth

- IN-PERSON** How does an attendee become an organiser?
- REPO** How does a contributor become a maintainer?
- ONLINE** How does a participant become next cohort's mentor?

How did WE become organisers? Someone asked. No path ... just luck

Two people probably wanted to help more. But we didn't ask them.

03. Participation

- IN-PERSON** What can a newcomer do besides listen?
- REPO** Is there a real issue behind the good-first-issue label?
- ONLINE** Can a newcomer do something in their first session?

Lightning talks open to anyone: low bar, works well

Same 6 people give all the full talks. New speakers don't come forward

07. Safety

- IN-PERSON** What happens when someone's uncomfortable?
- REPO** A heated thread: repaired, or left to fester?
- ONLINE** Who's holding the room on a call?

CoC exists, linked on every event page

Has anyone ever actually reported anything? Would they know how?

04. Connection

- IN-PERSON** Where do people talk who aren't already friends?
- REPO** Do contributors meet each other, or only you?
- ONLINE** Is there a backchannel where relationships form?

Pizza break is long on purpose : real conversations happen

Regulars cluster together. Newcomers stand alone by the wall.

08. Return

- IN-PERSON** Why come to the next one, not just this one?
- REPO** Why would a contributor open a second PR?
- ONLINE** What carries between sessions?

Core group of ~25 returns every month like clockwork

Of ~10 new faces, maybe 2 come back. We lose about 8/month and never ask why

Where's the gap? Which stage is weakest? where are you losing people? Start there.

Recognition. And it leaks into Return. People help, nobody notices, they quietly stop coming. The 8-of-10 newcomers we lose were probably standing alone at pizza too (Connection).

One change to test One small change you can start this month and how you'll know it worked.

Thank every volunteer and first-time speaker by name from the mic at the end of each event. Costs 2 minutes. Owner: me. Review after 3 events: did any of them come back?

Works

Breaks

Open Question

THE COMMUNITY EXPERIENCE CANVAS

Map the journey a person actually moves through inside your community. Read the prompt for your kind of community.

Community: *ClariPy*,
My Role: *single main maintainer*,
Date: *July2026*

open source Python library that helps write error messages



01. Arrival

- IN-PERSON** How do people hear about you before they walk in?
- REPO** What does the README say in the first five seconds?
- ONLINE** Do people know what they're walking into?

Ranks well for "python error messages". 60% of new contributors say Google

People who arrive from social posts don't stick around. No idea why

05. Recognition

- IN-PERSON** Are volunteers thanked by name?
- REPO** What's waiting for someone's second contribution?
- ONLINE** Does a returner get recognised as one?

CHANGELOG credits everyone by handle, always

Second PRs get less attention than firsts. Reviewed the data — of 40 first-time contributors last year, 6 opened a second PR. Six.

Nobody has ever been thanked outside the changelog. No emails, no shout-outs

02. Welcome

- IN-PERSON** Who greets people at the door?
- REPO** What greets a first issue or PR — and who replies, how fast?
- ONLINE** Are people named as they join?

We have a welcome bot on first PR — but do people actually read the auto-message? No data

First-issue response time is 5-7 days when I'm busy. First-timers usually don't come back after week two of silence

06. Growth

- IN-PERSON** How does an attendee become an organiser?
- REPO** How does a contributor become a maintainer?
- ONLINE** How does a participant become next cohort's mentor?

Undefined. I've been "planning to add a co-maintainer" for a year

Two contributors have done 10+ PRs. I've never asked either of them

03. Participation P

- IN-PERSON** What can a newcomer do besides listen?
- REPO** Is there a real issue behind the good-first-issue label?
- ONLINE** Can a newcomer do something in their first session?

good-first-issue label has 8 real issues, curated monthly

Docs contributions are hard — no writing guide, formatting quirks, PRs sit while I figure out the right template

07. Safety

- IN-PERSON** What happens when someone's uncomfortable?
- REPO** A heated thread: repaired, or left to fester?
- ONLINE** Who's holding the room on a call?

CoC in the repo, contact email works

Had a heated issue thread last month. Locked it, moved on, never repaired. Original reporter hasn't been back

04. Connection C

- IN-PERSON** Where do people talk who aren't already friends?
- REPO** Do contributors meet each other, or only you?
- ONLINE** Is there a backchannel where relationships form?

Should there be a Discord? Would anyone come?

No. Everyone talks to me. Contributors have never talked to each other

08. Return

- IN-PERSON** Why come to the next one, not just this one?
- REPO** Why would a contributor open a second PR?
- ONLINE** What carries between sessions?

6 of 40 (15%) is the number that hurts

The 15% who do return — what did they have in common? Haven't looked

Works

Breaks

Open Question

Where's the gap? Which stage is weakest? where are you losing people? Start there.

Recognition + Growth are the same problem: people contribute once, get a changelog line, and there's nothing structured waiting for them — no personal reply, no invitation to take on more, no path visible. The 15% return rate is the symptom; second-PR silence is the cause.

One change to test One small change you can start this month and how you'll know it worked.

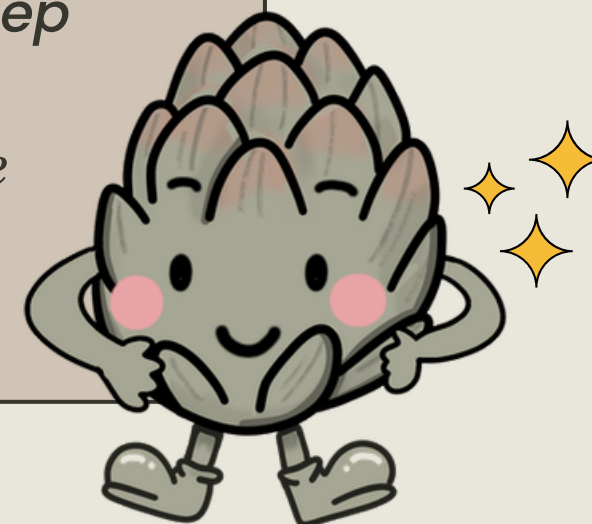
Reply personally to every second PR within 48 hours, and name the contributor in the release notes (not just the changelog) as "returning contributor: @handle." Costs 10 minutes per release. Owner: me. Review after two releases — did any of those returning contributors open a third PR?

Discuss

Conversar

*Compare patterns with your table. Keep
filling your own canvas.*

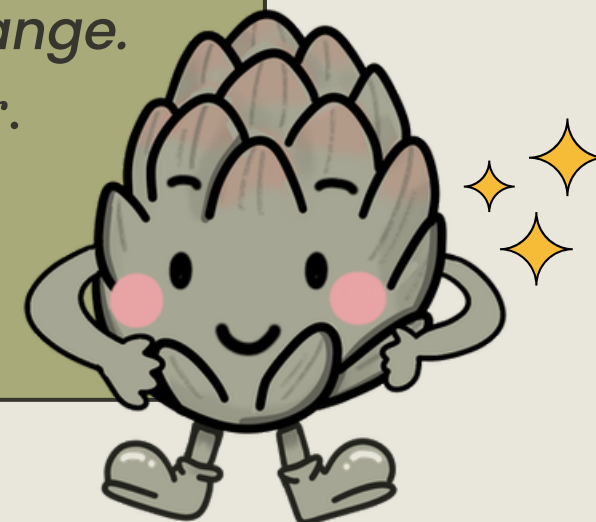
*Compara patrones con tu grupo. Sigue
completando tu propio lienzo.*



Decide

Decidir

Choose the stage you most want to change.
Elige la etapa que más quieres cambiar.



Activity 3

Actividad 3

Share. Listen. Resolve.
Comparte. Escucha. Resuelve.

What's missing?

¿QUÉ FALTA?

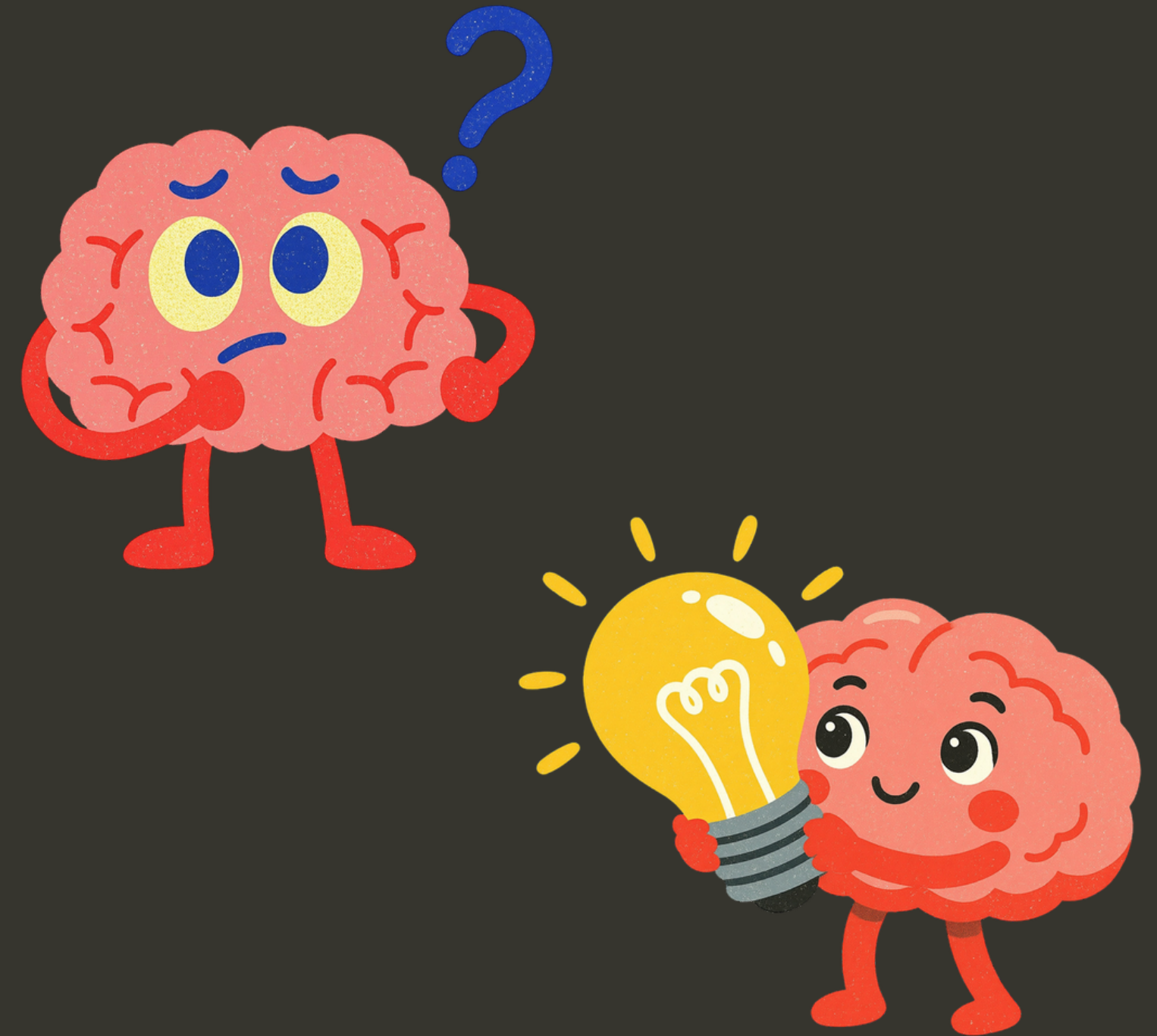
3 rounds. Share one sentence problem. Give one practical suggestion. Then swap.

Tres rondas. Comparte el problema en una frase. Da una sugerencia práctica. Después, cambien.

1 Share one problem that you want to change.
Comparte un problema que quieras cambiar.

2 Receive one idea. Give one idea.
Recibe una idea. Da una idea.

3 Swap roles when the bell rings.
Change seats when the bell rings again
*Cambien de rol cuando suene la campana.
Cambien de asiento cuando vuelva a sonar.*



You've completed Workshop 1!

¡Has completado el Taller 1!

- Physical badge
Insignia física.
- Digital badge: Badgecraft (Awero)
Insignia digital: Badgecraft, de Awero.

<https://awero.org/en/activities/23156>

- Completion evidence stays with you: canvas, action, reflection.

La evidencia de finalización se queda contigo: lienzo, acción y reflexión.



Time to try it out

Ponlo a prueba

Test your one change within one month..

Prueba tu cambio durante el próximo mes.

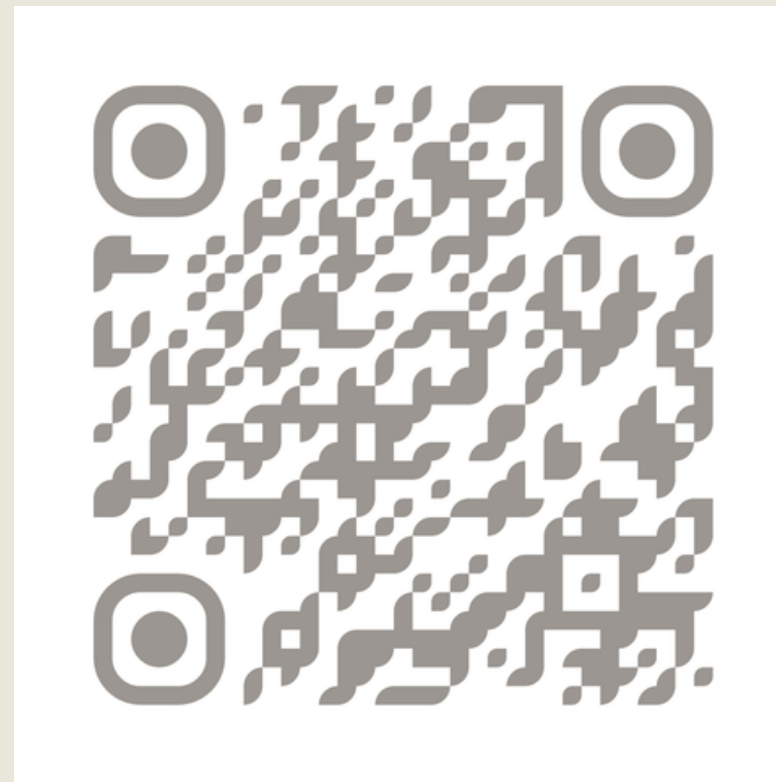
Time to try it out

Ponlo a prueba

Test your one change within one month..

Prueba tu cambio durante el próximo mes.

Thank you!
¡Gracias!



Feedback form
Formulario de evaluación