

Passing the Ball

Lessons In Community Management

DevRelCon London
08 November 2018

Passing the Torch

Without Dropping The Ball

Lessons In Community Management

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Hint!

It's not just a question of
clocking out and handing
over the keys.

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@rainleander

Passing The Torch

What are we talking about?
Why is this relevant?
How is this possible?



Photo Credit: Don Voaklander, Flickr

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What Are We Talking About?

A large, bold, white sans-serif font spelling 'RDO' is centered on a dark red rectangular background. The letters are thick and have a clean, modern look.

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Why Is This Relevant?

You're content in your job.
You have no plans to move on.
Why should you care about
a transition plan?

What Do You DO?

Being a community manager is just flying to exotic places and drinking beer, right?



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What Do You DO?

Documenting what you do gives people more respect for your job.



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What Do You DO?

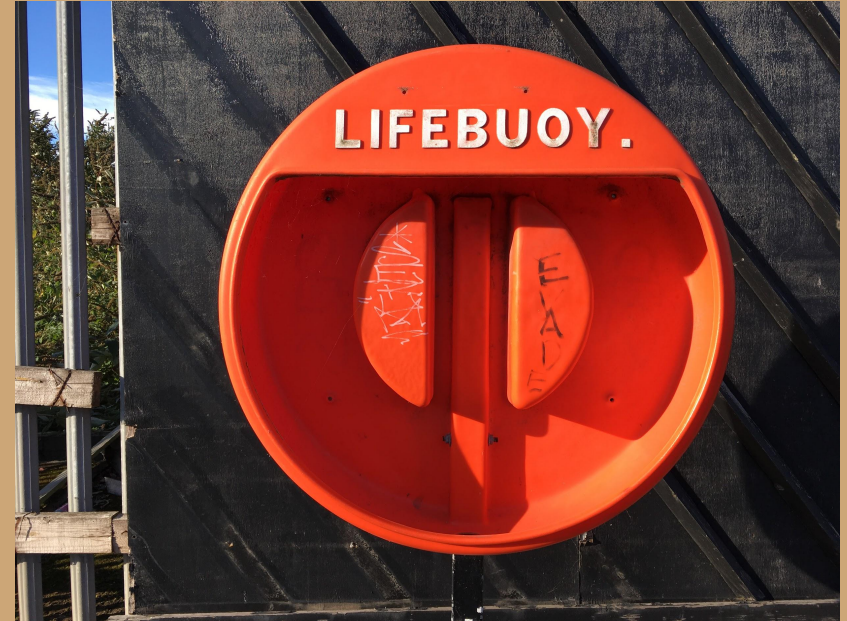
Focus!
Identify!
Clarify!



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Delegate!

Documented Things allow
Other People to Volunteer



Are You Going To Do That FOREVER?

Someday you'll want to
move on to something else -
a transition plan makes that possible



The Handover Document

How is this possible?

The Overview

Project Goals
Reading List



Dramatis Personae

Who are the Stakeholders?
People as well as Projects



Photo Credit: Jen Madriaga, Facebook

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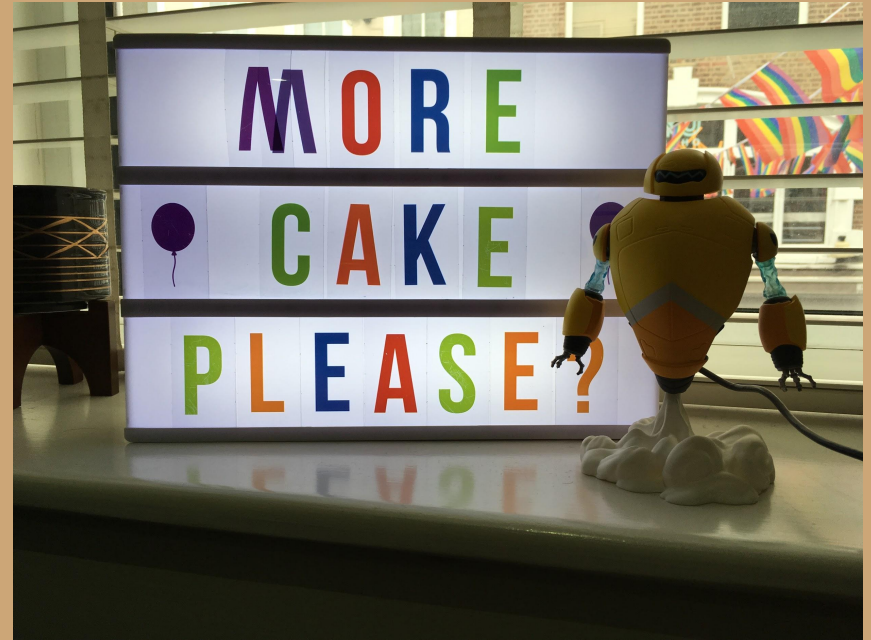
The Regular Tasks

Daily / Weekly / Monthly
All The Meetings
Important Annual Events



Wish List

That Which Remains Undone



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The Inventory

Budget
Credentials
The Keys To The Castle



Is It Done Yet?

Is it ever done?

~~eDit edit~~ Edit

What's no longer accurate?

What's missing?

What's confusing?

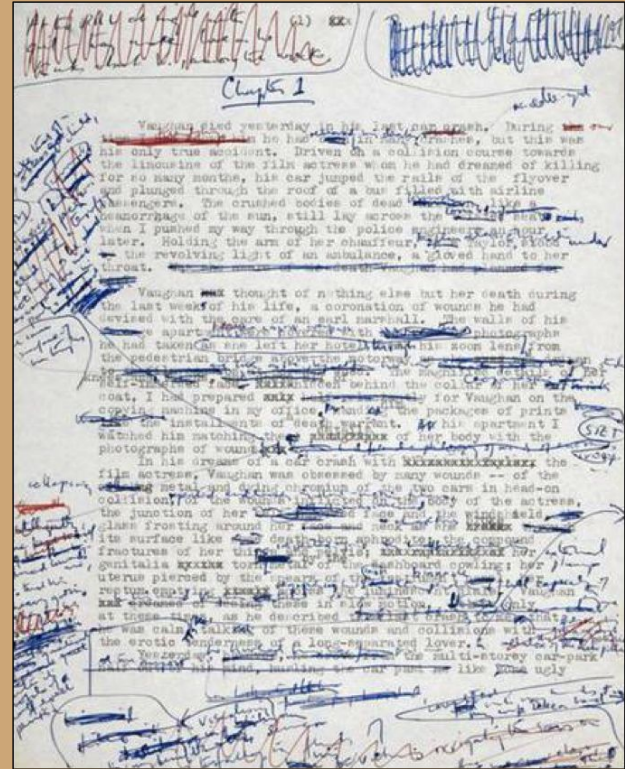


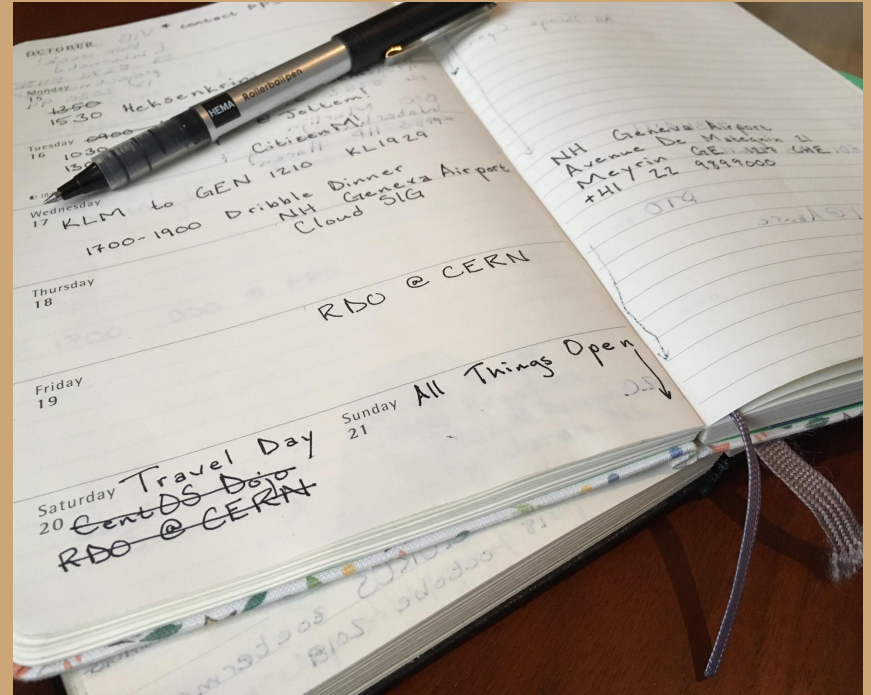
Photo by J.G. Ballard

Prioritize

What's Urgent?

What's Important?

What Can Only YOU Do?



What Works For You?

Don't Be Scared To Make Changes



Photo by Marko Blažević, Unsplash


What Works For You?

Don't Be Scared To Make Changes

Remember to Listen



Photo by Marko Blažević, Unsplash



“Alone we can do So Little;
Together we can do So Much.”

Helen Keller



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Passing The Torch

Share Your Stories
Focus ~ Identify ~ Clarify
Write ~ Edit ~ Redact



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Questions?

Or comments. Or snarky tweets!

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非常感谢你 muchas gracias baie dankie شكرا جزيلاً çox təşəkkür edirəm
আপনাকে অনেক ধন্যবাদ hvala vam puno dėkuji mnohokrát
hartelijk bedankt 有難うございます маш их баярлалаа dziękuję ci bardzo cảm ơn nhiều
mèsi anpil ممتون خيلى mulțumesc foarte mult תודה רבה לי liels paldies

Thank You!!!

ಮಿಕ್ಕು ಛಾಲಾ ಕೃತಜ್ಞತೆಲು ташаккури зиёд Zikomo kwambiri شكرا جزيلاً
çox təşəkkür edirəm আপনাকে অনেক ধন্যবাদ mnohokrát tack så mycket

asante sana маш их баярлалаа dziękuję ci bardzo א גרויסן יישר כח

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