

# Monitoring the Health of Your ~~Community~~ *self*



EmberDog Pups McGee  
@ember\_dog  
Vanquisher of Pigeons,  
Protector of Mama



Mary Thengvall  
@mary\_grace  
Community Manager, SparkPost  
Co-host, Community Pulse podcast



Who Am I?



# SPARKPOST

developers.sparkpost.com



Email is  
Magic



@mary\_grace

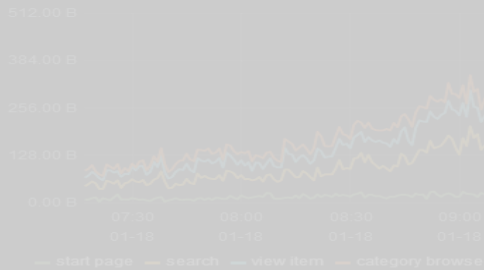
# community pulse

The logo consists of a white microphone icon on the left, followed by a white line that represents a pulse or heartbeat. This line has several peaks and valleys, with the highest peak occurring under the letter 'y' of 'community'. The line continues horizontally to the right, ending under the letter 'e' of 'pulse'.

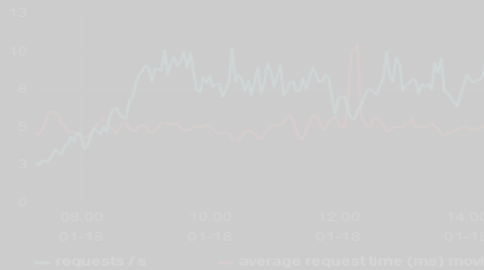
Jason Hand, Mary Thengvall, & PJ Hagerty

@community\_pulse

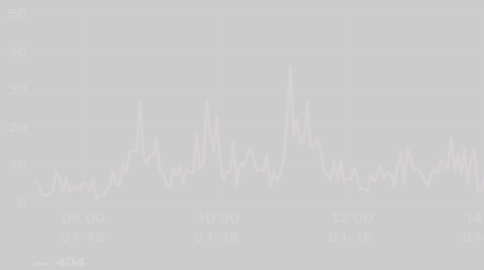
communitypulse.io



Traffic &amp; Response time

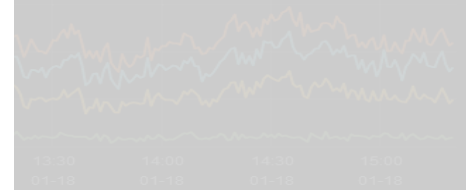


Not found (404) / Min



[evangelistcollective.github.io](http://evangelistcollective.github.io)

@mary\_grace



Traffic &amp; Response time



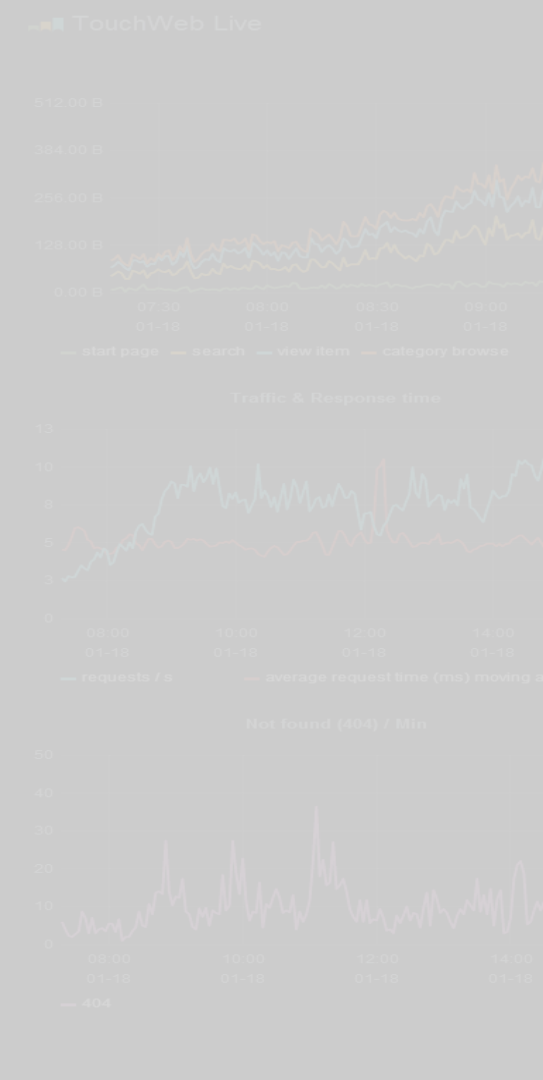
Pushstate (pjax) page views / min



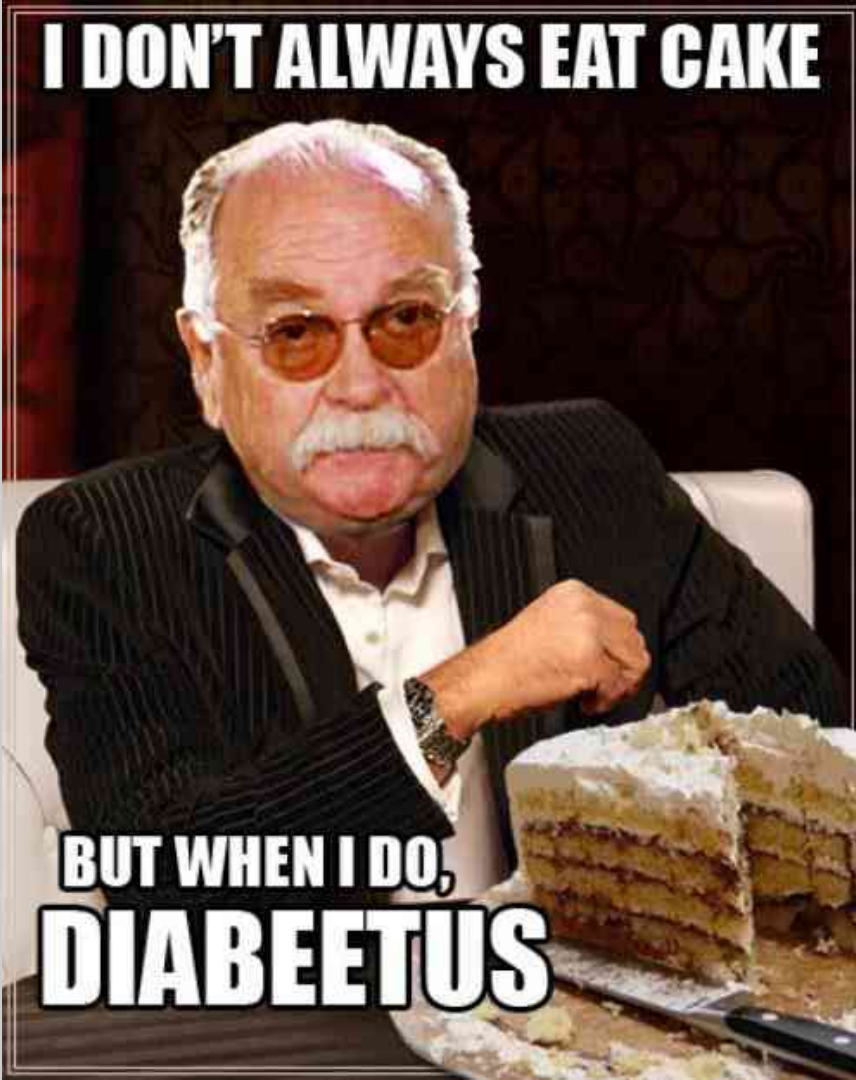


@mary\_grace





@mary\_grace

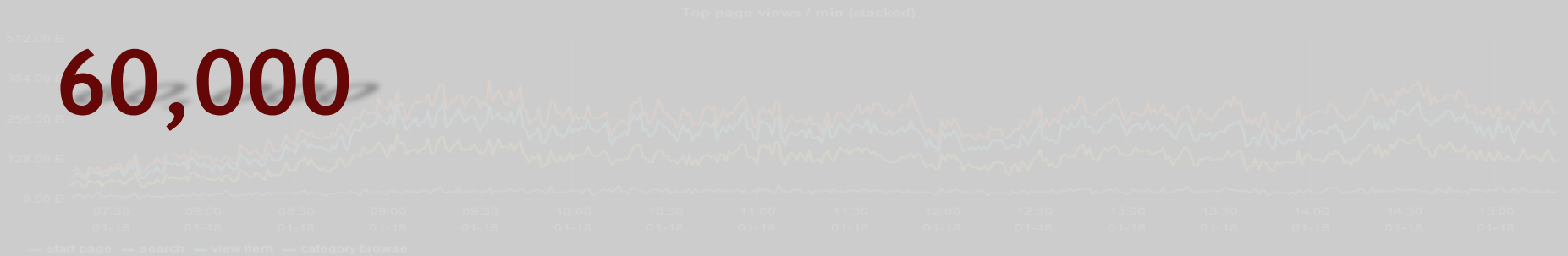


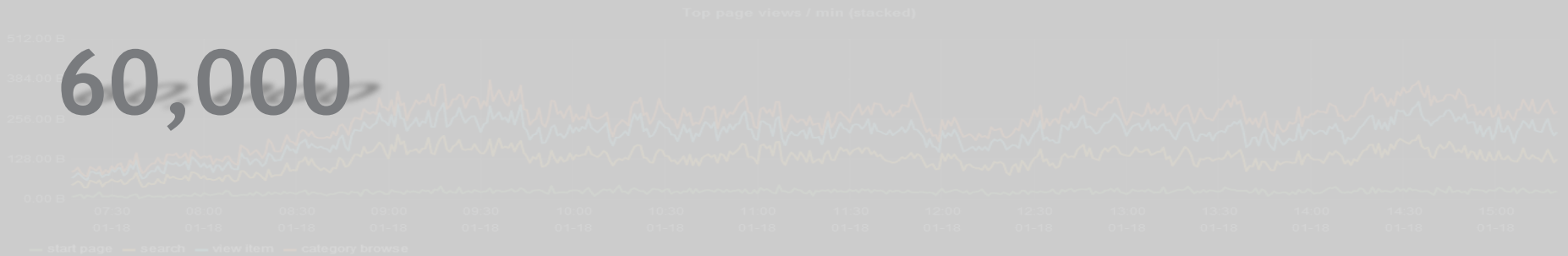
/min



/min

/min





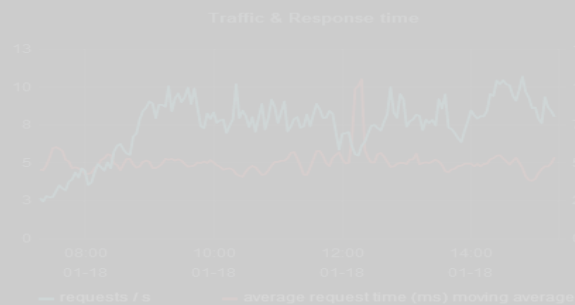
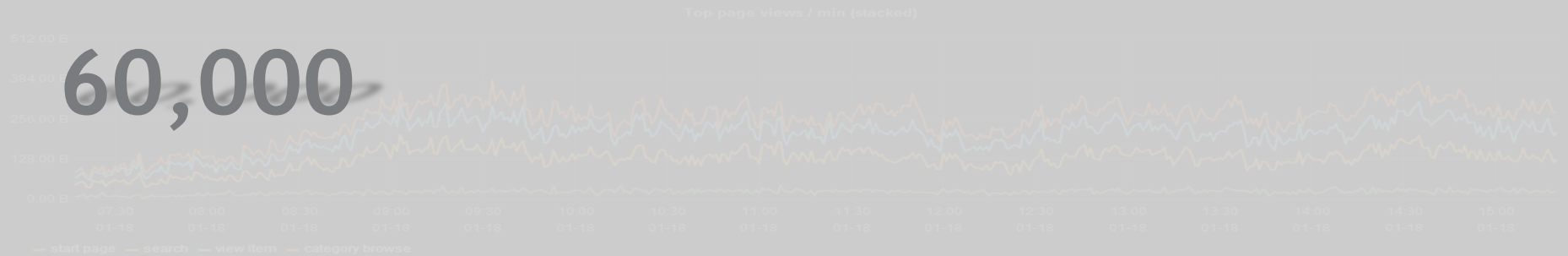
60,000



8,000



1,500



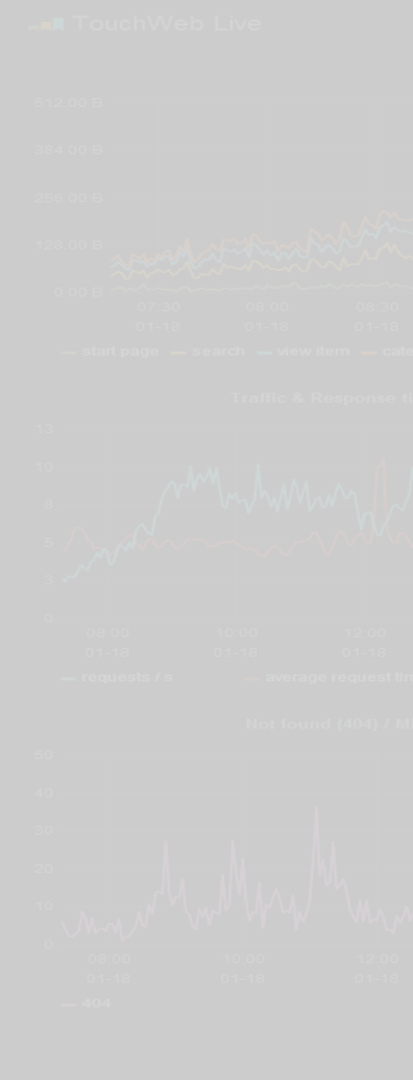
# #T1DLooksLikeMe



@mary\_grace



@mary\_grace

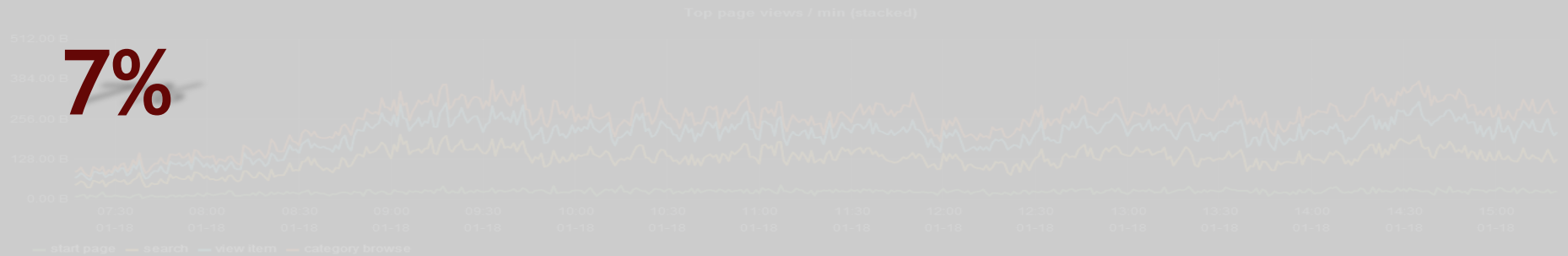


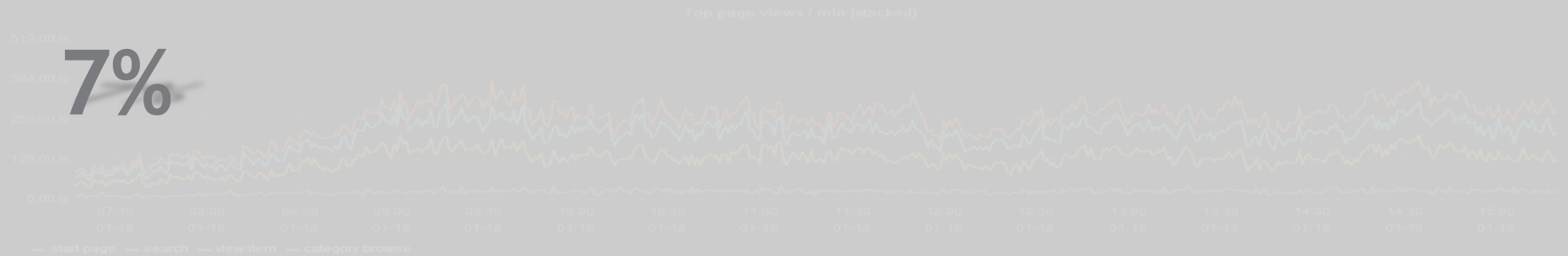
@mary\_grace

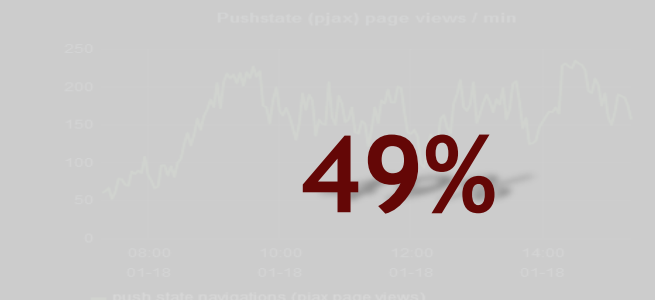
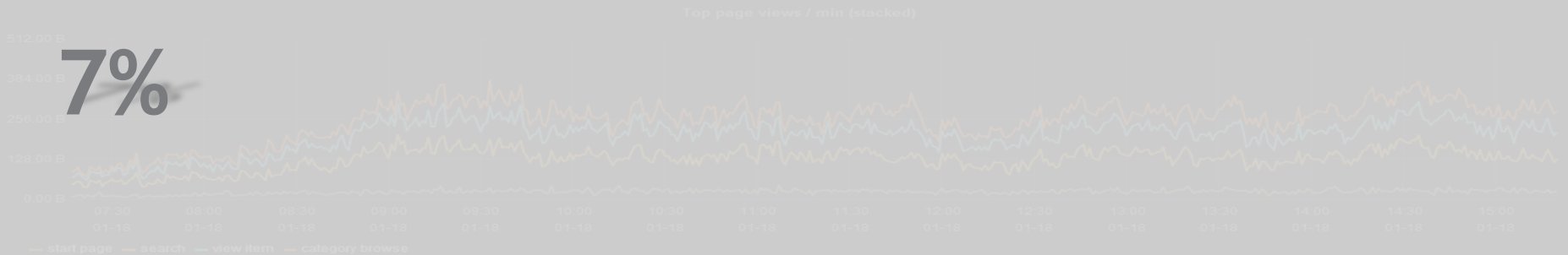


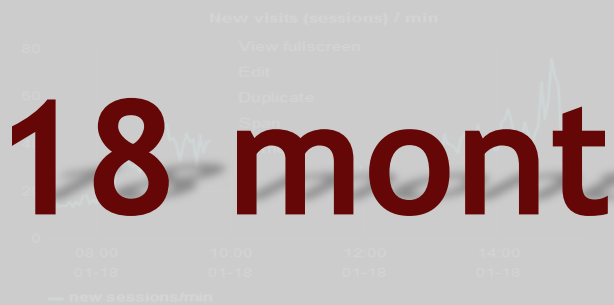
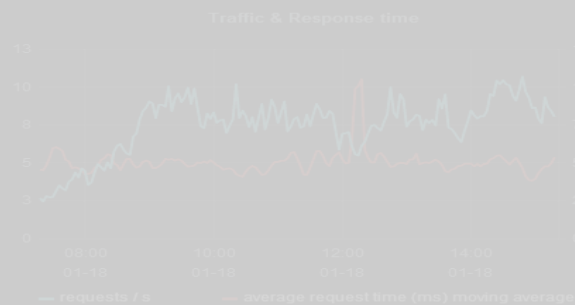
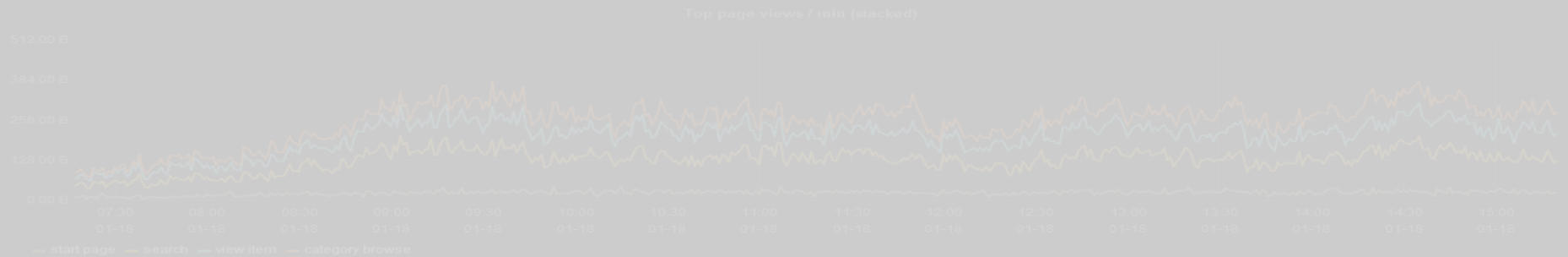
# What About You?

(Hint: You Need It Too)









# 18 months



All

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About 306,000 results (0.41 seconds)

### Community Manager Burnout - The Community Roundtable

<https://www.communityroundtable.com/uncategorized/community-manager-burnout/> ▾

In fact it was full of lots of positive points from **community managers** on why they do what they do and ways others in this position can keep **burnout** at bay:.

### The Dark Side Of Community Management - The Community ...

<https://www.communityroundtable.com/.../the-dark-side-of-community-management/> ▾

Maria Ogneva started an important conversation with TheCR Network members about managing and avoiding **community manager burnout**. We thought it was ...

### TLC for Community Managers - Tips To Avoid Burnout

[www.leadenetworks.com/.../tlc-for-community-managers-tips-to-avoid-job-burnout...](http://www.leadenetworks.com/.../tlc-for-community-managers-tips-to-avoid-job-burnout...) ▾

**Community management burnout** - its impact and how to avoid it - is an evergreen topic at every gathering of social media practitioners. It is a tough, never ...

### How the Best Community Pros Avoid Burnout and Stay Productive - CMX

[cmxhub.com/productivity-tools/](http://cmxhub.com/productivity-tools/) ▾

Community builders have always talked about **burnout**: the feeling that you have a ... you "10 Life Hacks to Become More Productive as a **Community Manager**.

### The Core Reason for Community Builder Burnout - Carrie Melissa Jones

<https://carriemelissa.com/2015/08/05/community-builder-burnout/> ▾

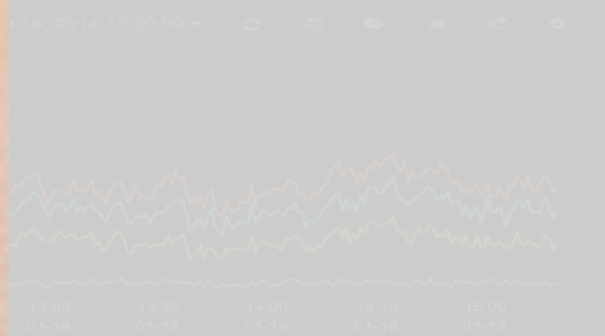
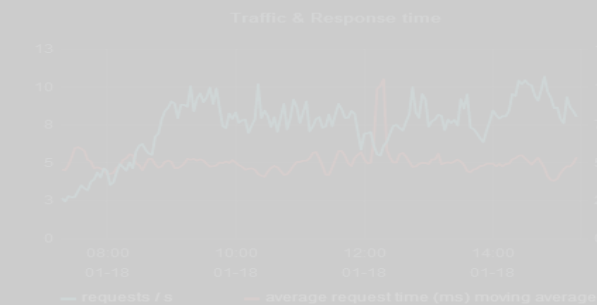
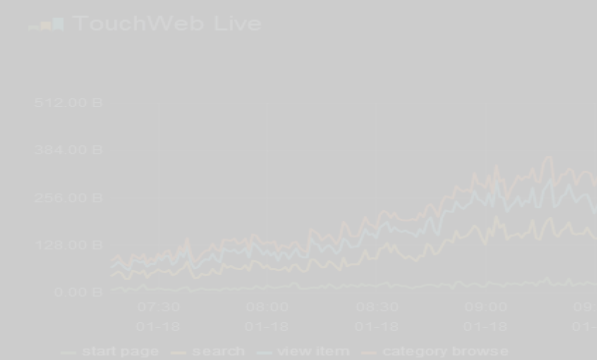
Aug 5, 2015 - We **burn out** because we lose all sense of ourselves. The shouts and ... Companies. The Core Reason for **Community Manager Burnout** ...

### What can we do about community manager burnout? - Mumbrella

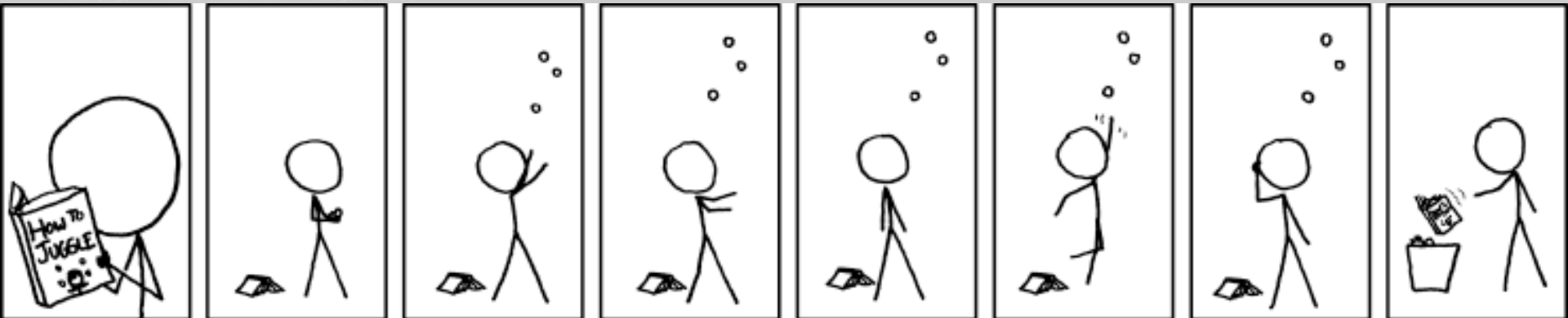
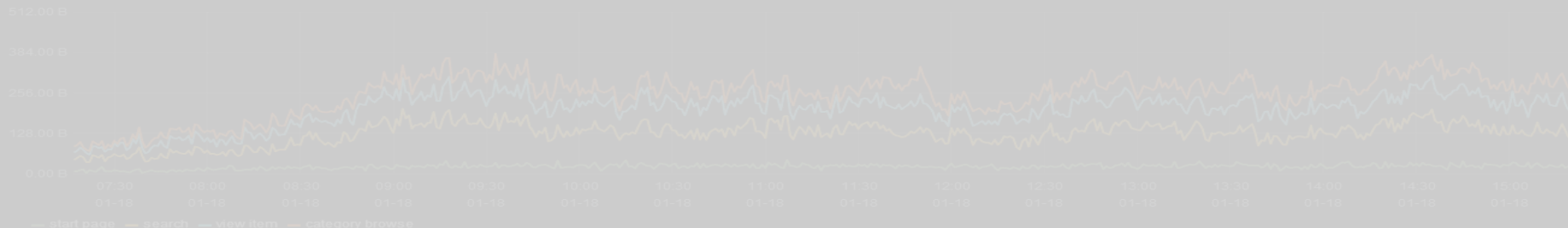
<https://mumbrella.com.au/what-can-be-done-about-community-manager-burnout-323...> ▾

Oct 7, 2015 - In the run up to World Mental Health Day Julie Delaforce argues businesses need to give more backup to **community managers** or risk **burnout**.

### How to Avoid Burnout As A Community Manager - SteamFeed



Top page views / min (stacked)



# The Online Community Manager

*“A Jack Of All Trades”*



From <http://blogs.zdnet.com/Hinchcliffe>

@mary\_grace

512.00 B

384.00 B

256.00 B

128.00 B

0.00 B

0.00 B

0.00 B

0.00 B

0.00 B

0.00 B

0.00 B

0.00 B

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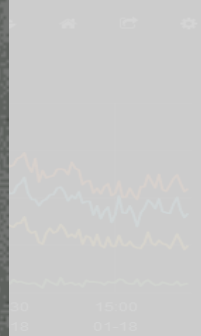
start page search

requests / s

404



BH



14.00



14.00

512.00 B

384.00 B

256.00 B

128.00 B

0.00 B

0.7.30

0.1.10

— start page — search

12

10

8

6

4

2

0

0.0.00

0.1.10

0.1.10

— requests / s

50

40

30

20

10

0

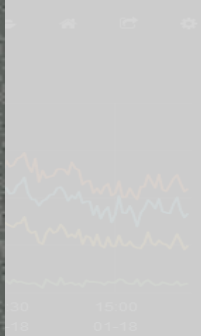
0.0.00

0.1.10

— 404



BH



(ms) moving average



14.00

0.1.10

512.00 B  
384.00 B  
256.00 B**Jason Yee** @gitbisect · Jul 19

#Community: It's not who welcomes you when you show up. It's who goes looking for you when you don't. #CLS

RETWEETS

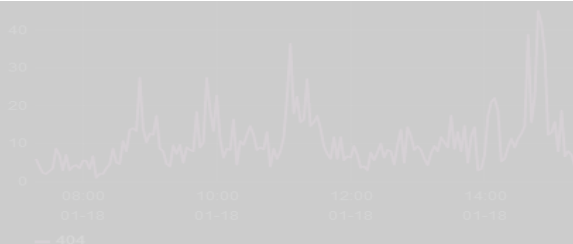
40

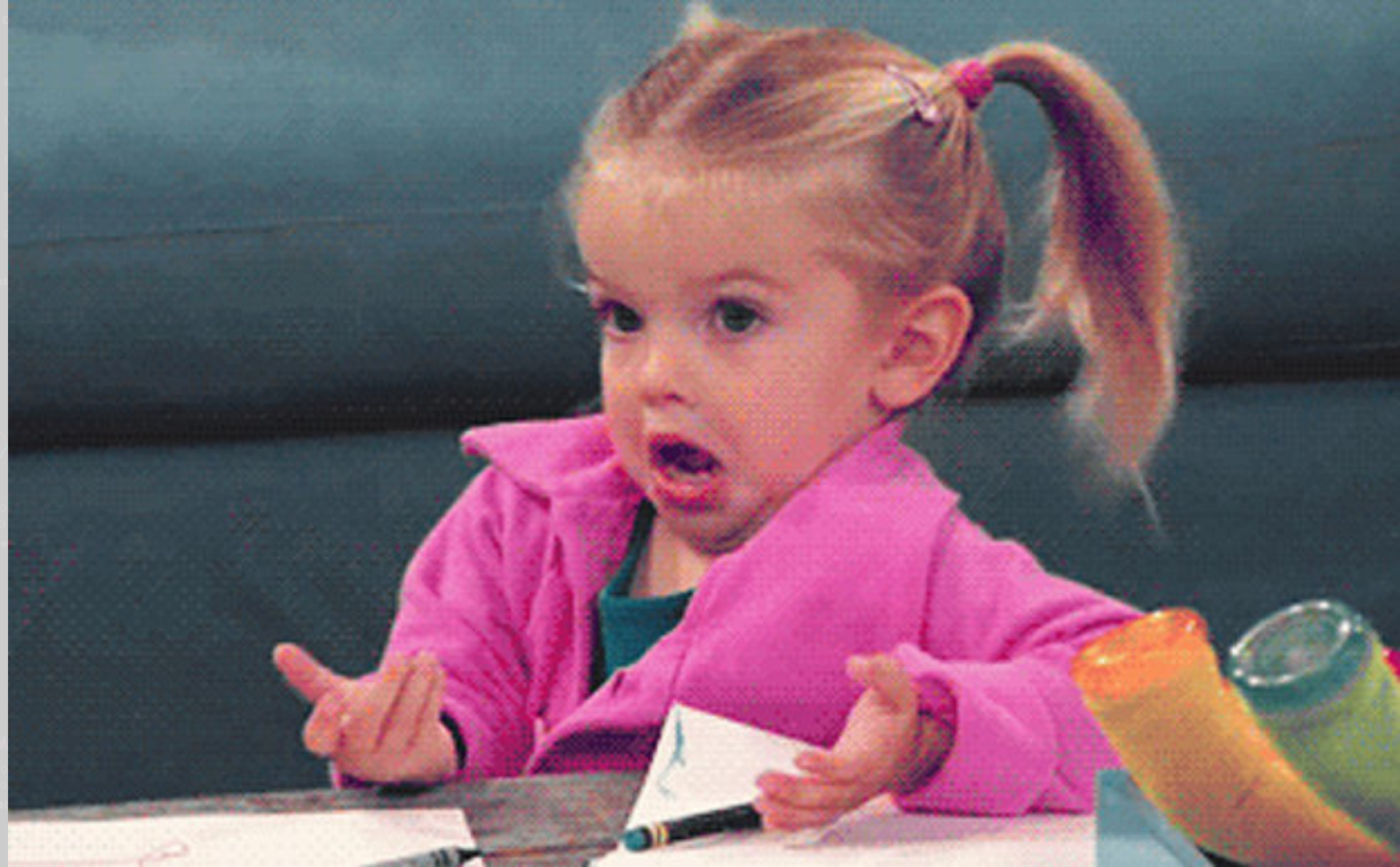
FAVORITES

45



3:44 PM - 19 Jul 2015 · Details







What Now?









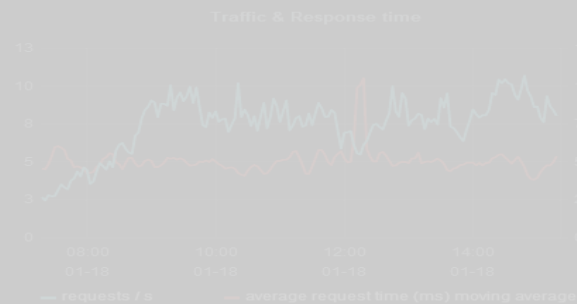
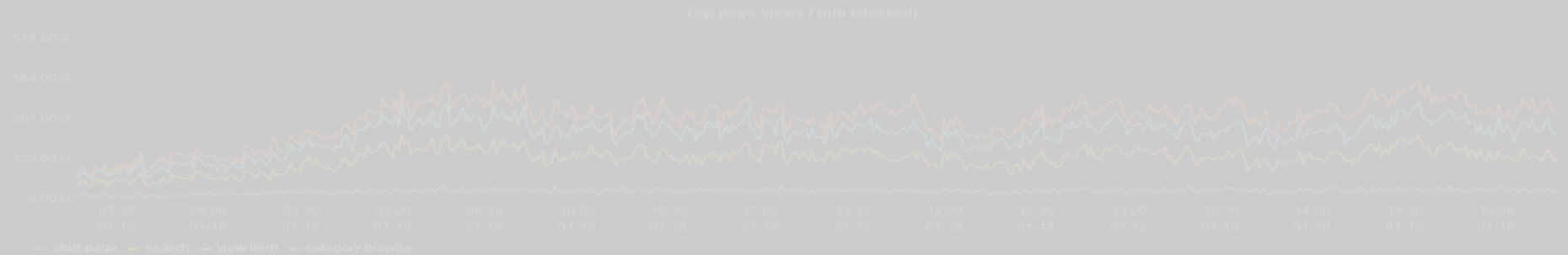
**no way jose!**





# Gone Fishing





# 4 hours

**LET ME 'SPLAIN...NO,  
THERE IS TOO MUCH...**

**LET ME SUM UP.**



# 4-hour Decompress

○ location

○ deliberate disconnect

○ stimuli

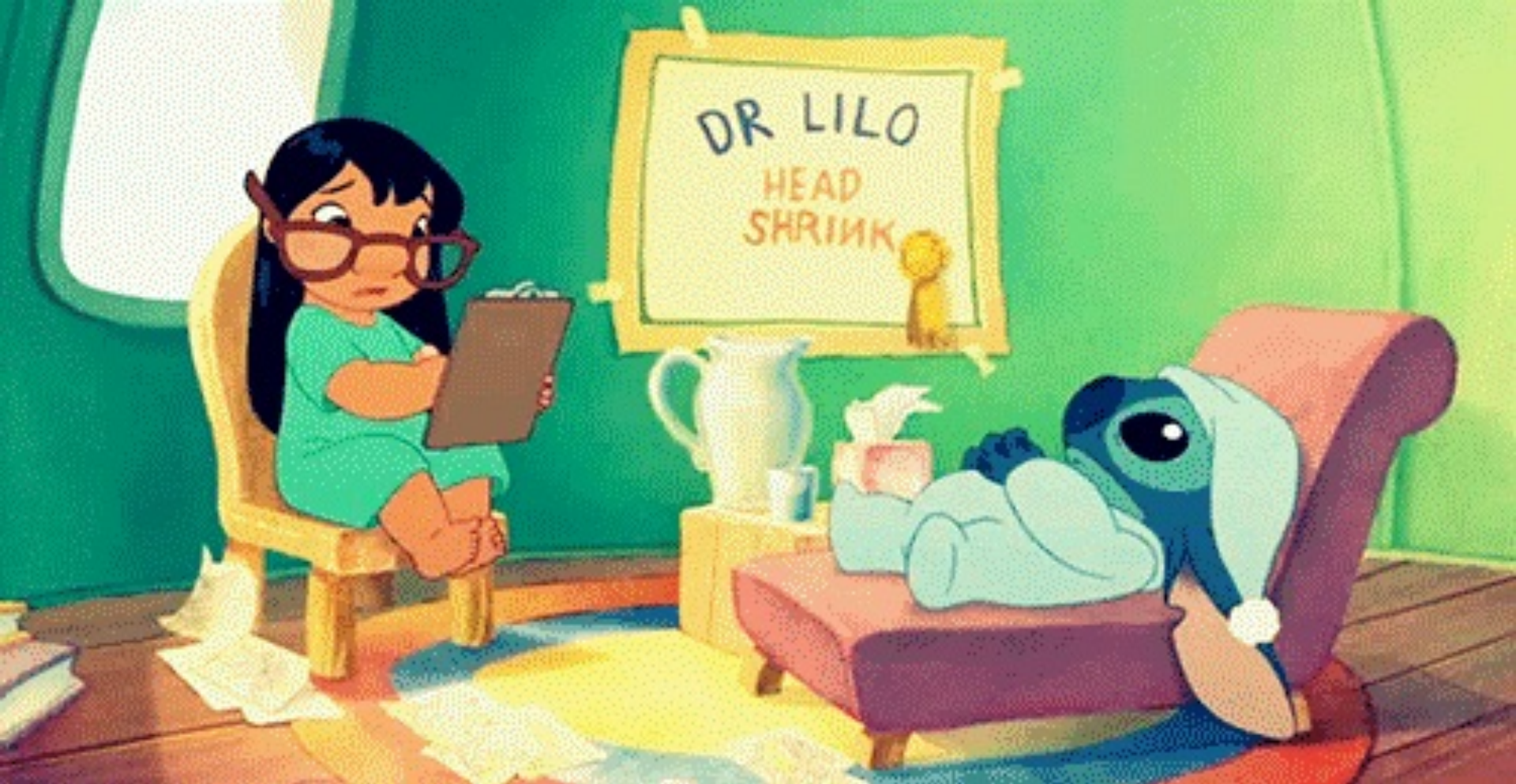
○ reflect, record, reconnect

SILLY HUGGLES



**Sing Soft Kitty to me.**

@mary\_grace







@mary\_grace





@mary\_grace



512.00 B

384.00 B

256.00 B

128.00 B

0.00 B

start page

12

10

8

6

4

2

request

50

40

30

20

10

0

404



15.00  
01-10

128

100

75

50

25

0

avg average



100  
01-10

512.00 B

384.00 B

256.00 B

128.00 B

0.00 B

0.7

0.1

— start page

12

10

8

6

4

2

0

0.00

0.1-1.0

— requests / s

50

40

30

20

10

0

0.00

0.1-1.0

— 404



15.00

0.1-1.0

125

100

75

50

25

0

0.00

0.1-1.0

— moving average

50

40

30

20

10

0


0.00

0.1-1.0

If I can't hug  
you in person...



I'll just hug my  
computer and hope  
it'll reach you.

A still from the movie 'The Help' showing Octavia Spencer as Minnie Fearing sitting in a wooden rocking chair, smiling warmly at a young girl with blonde curly hair. The girl is wearing a white dress with a floral pattern. The background is a pink wall with a framed picture and floral curtains.

You is kind.  
You is smart.  
You is important.

*-- From the movie, "The Help"*



Who Am I?



# What About You?

(Hint: You Need It Too)



Now What?

**Passion** is what drives you and gives your life meaning. **Obsession** happens when you are fixated on something, forsaking all the rest.

**Understand the difference** between passion and obsession to change your thoughts and actions. **Find balance** by cultivating other interests offline.

# Monitoring the Health of Your ~~Community~~ *self*



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Vanquisher of Pigeons,  
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Mary Thengvall  
@mary\_grace  
Community Manager, SparkPost  
Co-host, Community Pulse podcast