Assholes are killing your project.
Proving the problem: Gentoo

Ubuntu launches

Proto-assholes start receiving complaints

Assholes removed
Proving the problem: Glibc
What isn't an asshole?

Conflict is good
What is an asshole? A simple test

After talking to the asshole, does the target feel oppressed, humiliated, de-energized, or belittled?
What is an asshole?

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

_____________________
Total Cost of Asshole
An asshole is incompetent.
How do you fix it?
How do you prevent it?
Be quantitative
Provide expectations
Want to learn more?
Read these
In the long run, dealing with assholes is never worth it.