

COMMUNITY
MANAGEMENT
SUMMIT

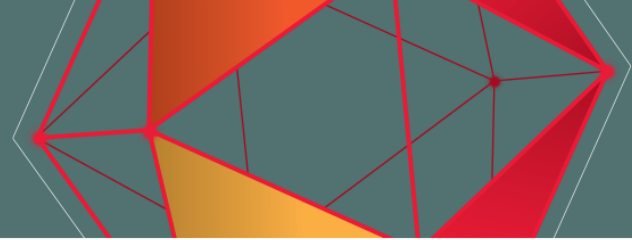
Managing Your Community's Mental Health: Where's The Line?

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Founder, CheckPoint

GDC

GAME DEVELOPERS CONFERENCE® | MARCH 19-23, 2018 | EXPO: MARCH 21-23, 2018 #GDC18

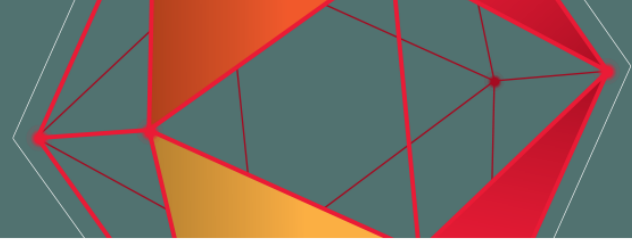




Sorry who are you again

- Not a community manager
- Not even “in” the games industry
- Really bad at MS Paint
- A mental health doctor
- A charity owner
- A fan of metaphors





Why Have A Line?

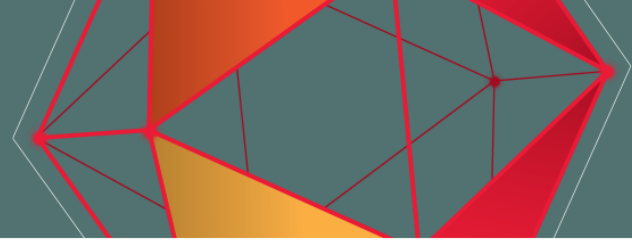
For Your Benefit

- Because other people won't have one
- Because emotional labour mounts up
- Because you deserve to be healthy and safe

For Their Benefit

- It promotes self-soothing and appropriate coping strategies
- It prevents codependence





Recognising The Line

Vulnerable Personalities

- Low distress tolerance
- Limited self-soothing
- Can be manipulative
- High perceived criticism
- Frequent mood swings

Mental Health Issues

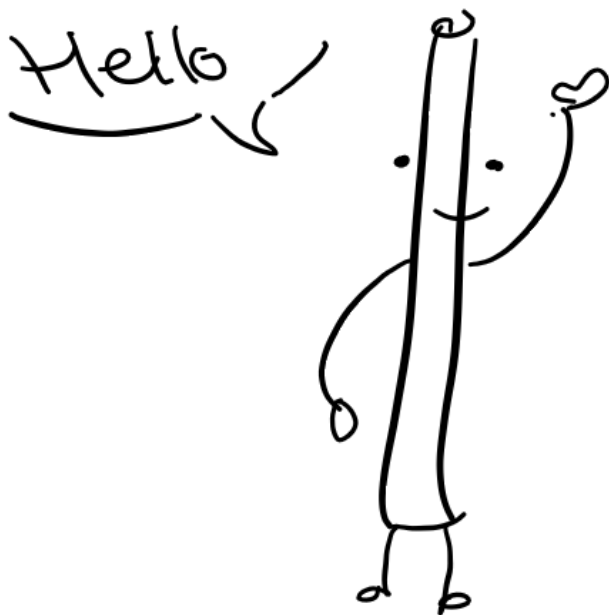
- Depression
- Anxiety
- Addictive behaviours

- Less commonly, eating disorders, psychosis, etc



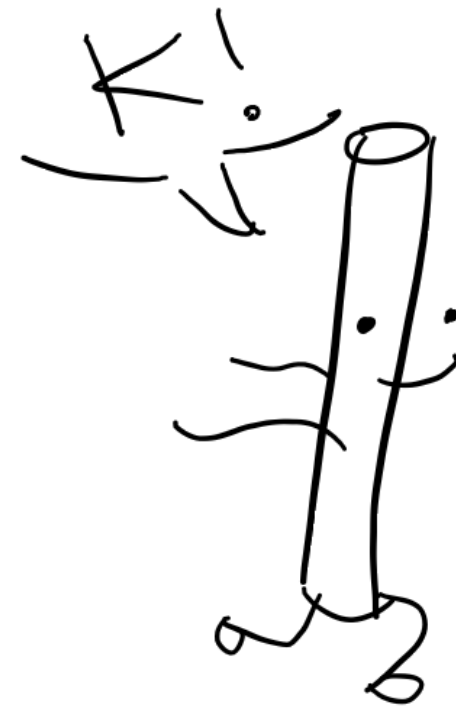


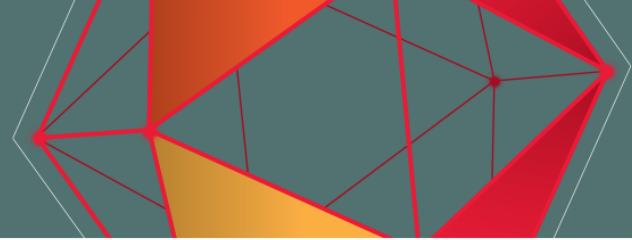
Three Facts About The Line



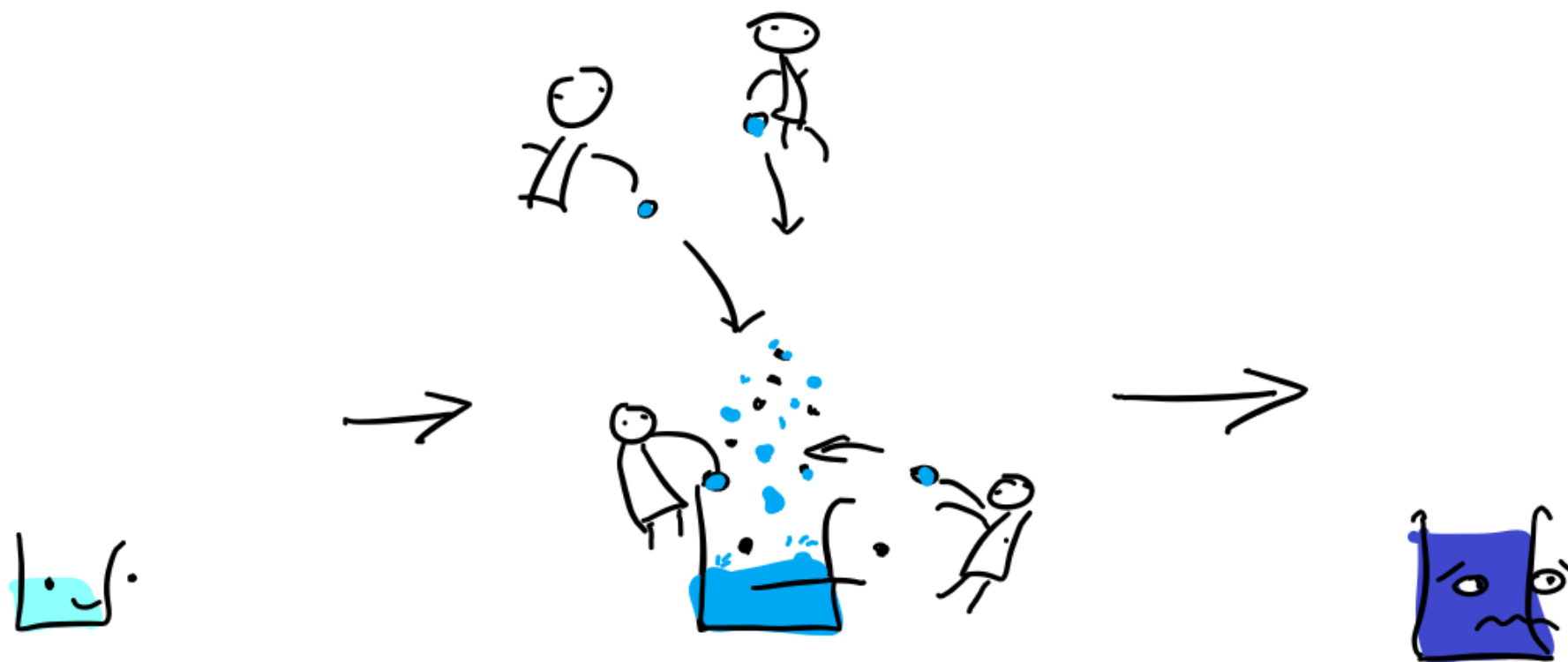


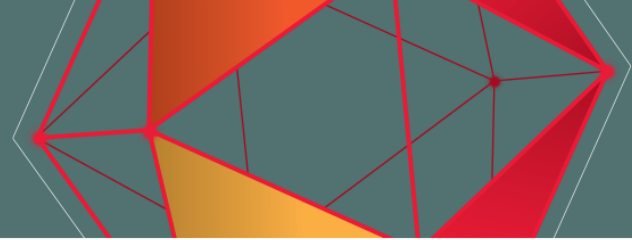
1. The Line Is Wherever You Set It



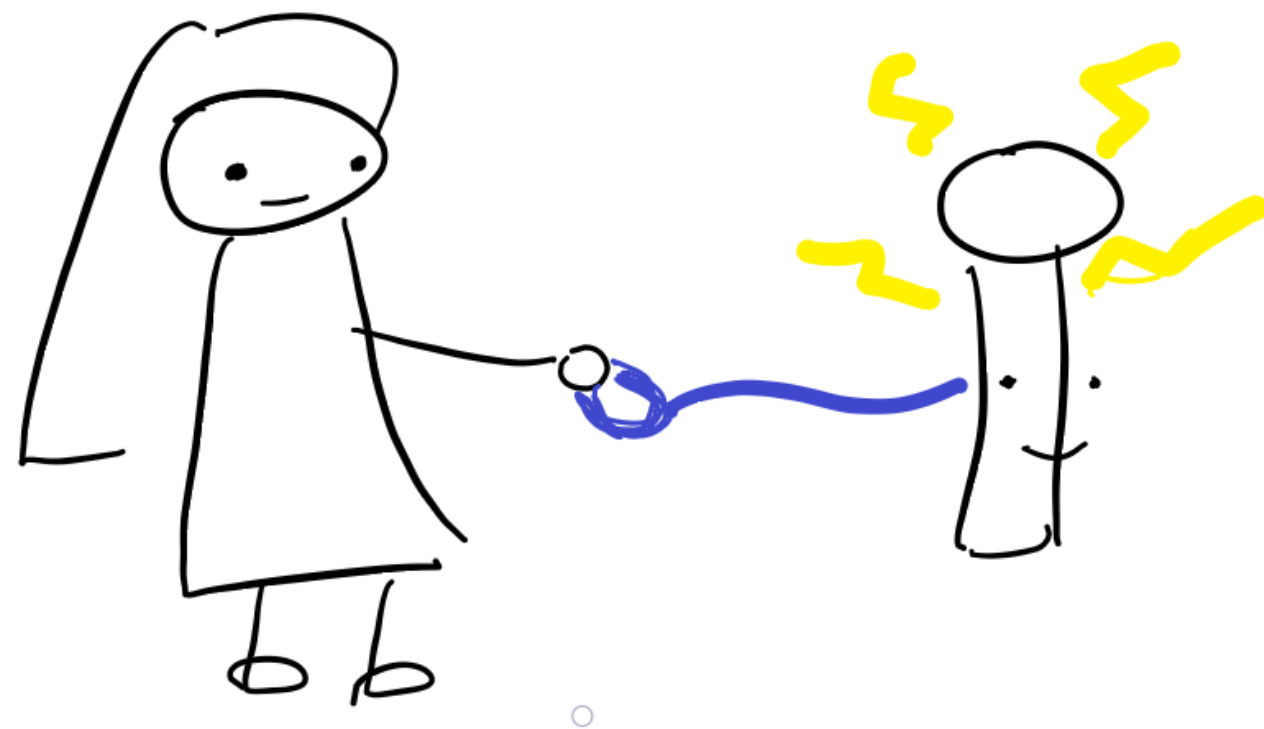


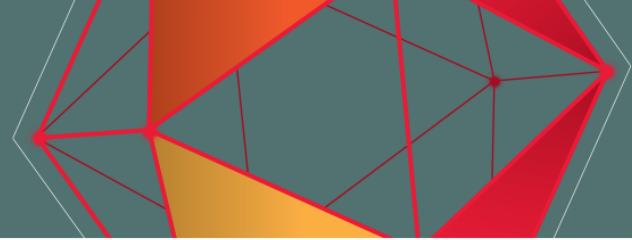
2. The Line Moves





3. The Line Belongs To You

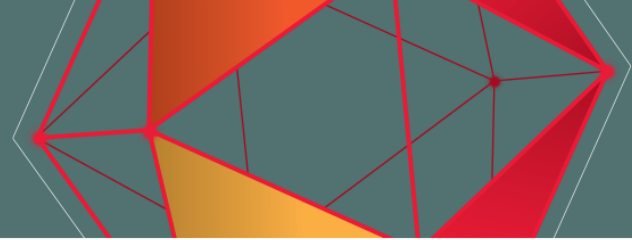




What Did We Learn?

- I did not miss a career opportunity as an artist
- Community management is much harder than anyone gives it credit for
- The line is actually a cylindrical electromagnetic force field around a glass jar that could also be a swimming pool or a thimble
- I *really* like metaphors





Thanks!

