

OpenStackコミュニティにおける 非英語ネイティブ話者の苦悩と奮闘記

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github.com/masayukig/osdt-2017-non-native-english-speaker

Disclaimer

- ▶ 本資料は、個人の見解です。
- ▶ 所属する企業・団体を代表する意見ではありません。

Who am I?

- ▶ Company : SUSE/ノベル株式会社
 - ▶ QE(Quality Engineering) Team
(日本にいるのは私だけ)
 - ▶ SUSE Acquires OpenStack IaaS and Cloud Foundry PaaS Talent and Technology Assets from HPE to Accelerate Growth and Entry into New Markets
- ▶ Job: Senior Software Engineer/Open Source Programmer
 - ▶ OpenStack QA Upstream development, Core Reviewer
(Tempest, OpenStack-Health, Subunit2SQL, Stackviz)
 - ▶ stackalytics.com/?user_id=igawa

Cultural Challenges

Japanese

- ▶ 明確に「Yes / No」を言わない
- ▶ 完璧であろうとする
- ▶ フラットな話し方
- ▶ 大きな経済規模→海外に出ていく必要性が薄い
- ▶ 英語学習は読み書きに重点
- ▶ 発音・文法が全く異なる
 - ▶ “L” vs “R” in words
 - ▶ Subject-Verb-Object (E) vs Subject-Object-Verb (J)
- ▶ 漢字, ひらがな, カタカナ
 - ▶ カタカナ: “ネットワーク” = “Network” (English)
 - ▶ Network(ネットワーク), File(ファイル), Comment(コメント), etc..
- ▶ 和製英語: Paso-con(パソコン), Air-con(エアコン), Auto-bi(オートバイ)
 - ▶ <https://en.wikipedia.org/wiki/Wasei-eigo>

Chinese - Dong

- ▶ 儒教文化
- ▶ 可能な限り「Yes」と言う。なるべく「No」は言わない
- ▶ 「交渉」よりも「聴く」ことを好む
- ▶ 中国人の発音は、なかなか理解してもらえないことが多い
- ▶ 文法が異なる
- ▶ 文章を書く・話すのは、なかなか難しい（文法）

Brazilian - Samuel

- ▶ 英語と近い言語
- ▶ 短い・直接的な回答はちょっとつまらなく感じる
- ▶ “i” (ポルトガル語) は “e” (英語) として発音される
- ▶ 文法：形容詞が名詞の後ろに来るのが一般的
- ▶ いくつかの発音は、ポルトガル語に存在しない, e.g “th” vs “f”
- ▶ 一般的な学校の英語教育レベルは高くない

Language Challenges

Reading

- ▶ 最も習得しやすいスキル（一般的には）
- ▶ 一番重要
- ▶ IRC(テキストチャット) の会話はあっという間に進む
- ▶ 長いE-mail, 結論がよくわからない

Writing

- ▶ 文法
- ▶ 長い、美しい文章を書くのは難しい
- ▶ シンプルな文章を書くことが広く行われている
- ▶ IRCなどのチャットのスピード

Listening

- ▶ さまざまなアクセント
- ▶ スピード
- ▶ ボキャブラリ
- ▶ 文法
- ▶ 様々なノイズのある環境

Speaking

- ▶ ボキャブラリ
- ▶ 文法
- ▶ 発音
- ▶ スピードと流暢さ

Overcoming Obstacles

Overcoming Obstacles

- ▶ 文化的な課題は、単なる言語の課題よりも克服するのが難しい
- ▶ 言語に浸る
- ▶ 限界があるとは思わず、チャレンジ
- ▶ 可能な限り努力、少しずつ改善されていく
- ▶ 色々なものを読むことを通じてボキャブラリを増やしていく
- ▶ 毎日の英会話
- ▶ 便利なツールがたくさん(Google Translate, duolingo, インターネット英会話, etc)
- ▶ 自分自身、もしくは他の人と練習
- ▶ まずは、1-to-1の会話から始めるのが無難

Onboarding newcomers

Newcomers

- ▶ フレンドリー&オープンに
- ▶ メンターを見つけよう
- ▶ 意見を共有しよう
- ▶ 前もって準備しよう
- ▶ 質問しよう
- ▶ 英語スキルを常に改善していこう

Native Speakers

- ▶ Be patient(ちょっと我慢して..)
- ▶ Speak slowly, please(ゆっくり話してください)
- ▶ Use simple words and sentences(シンプルな言葉・文章を)
- ▶ Encourage communication(会話を勇気づけて)
- ▶ Do not make fun(からかわないで)

Questions?

More Informations

- ▶ <https://opensource.com/article/17/1/non-native-speakers-take-open-source-communities>
- ▶ <https://docs.openstack.org/contributor-guide/non-native-english-speakers.html>



Image by: opensource.com

A screenshot of the OpenStack documentation website. The page title is "Non-native English speakers" and it was last updated on 2017-08-15 07:40. The page is divided into a left sidebar and a main content area. The sidebar contains a "Project home page" section with a list of links including "Quickstart", "Documentation team structure", "Non-native English speakers", "Content specification", "Project guide setup", "Governance tag documentation guidelines", "OpenStack API documentation", "Documentation bugs", "Writing documentation", "Writing style", "OpenStack user experience and user interface guidelines", "REST conventions", "JSON conventions", "Diagram guidelines", "Reviewing documentation", "Building documentation", "Using documentation tools", and "Publishing a documentation release". The main content area has a "Contents" section with links for "New contributors with English as a second language", "Reading", "Writing", "Listening", "Speaking", "Working with non-native English speakers", and "Some specific cultural things to remember". Below this is a paragraph of text explaining that OpenStack projects communicate in English and that the documentation is written in US English, but it also acknowledges challenges for non-native English speakers and offers suggestions to make the community more inclusive. A "Note" section at the bottom mentions that the chapter was based on a talk by Masayuki Ijawa, Dong Ma, and Samuel De Medeiros Queiroz at Linux.conf.au in 2017, and provides a link to the original talk on YouTube and an article on opensource.com.

Appendix: English version

Japanese - Masayuki

- ▶ NOT to say "Yes / No" clearly
- ▶ Tend to be perfect
- ▶ Keep intonation
- ▶ Size of Economy
- ▶ Focusing on Reading and Writing
- ▶ Pronunciation and grammar are very different
 - ▶ Pronouncing " L" vs " R" in words
 - ▶ Subject-Verb-Object (E) vs Subject-Object-Verb (J)
- ▶ Katakana: " ネットワーク" = " Network" (English)
- ▶ Kanji(漢字), Hiragana(ひらがな), Katakana(カタカナ)
- ▶ Network(ネットワーク), File(ファイル), Comment(コメント), etc..
- ▶ 和製英語(Japanese-made English): Paso-con(パソコン), Air-con(エアコン), Auto-bi(オートバイ)
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Chinese

- ▶ Confucian culture
- ▶ Doctrine of the Mean - one guideline is Leniency
- ▶ Like to say yes, don't like to say no
- ▶ Like to listen, don't like to negotiate
- ▶ Chinese pronunciation is not understood by others
- ▶ Not follow well with the English grammar
- ▶ Writing is hard because of the grammar but it can be understood

Brazilian - Samuel

- ▶ Conversations driven in similar way
- ▶ Short/direct responses may sound rude
- ▶ “i” (Portuguese) is pronounced as “e” (English)
- ▶ Grammar: adjectives position
- ▶ Some phonemes do not exist in Portuguese, e.g “th” vs “f”
- ▶ Regular schools do a poor job teaching English

Language Challenges

Reading

- ▶ Easiest in most of the time
- ▶ One of the most important
- ▶ IRC conversation goes fast
- ▶ Long emails, conclusion is unclear

Writing

- ▶ Grammar
- ▶ Writing long and beautiful sentences is difficult
- ▶ Simpler sentences are prevalent
- ▶ Speed in IRC/chat

Listening

- ▶ Variety of accents
- ▶ Speed
- ▶ Vocabulary
- ▶ Grammar
- ▶ Noisy environments

Speaking

- ▶ Vocabulary
- ▶ Grammar
- ▶ Pronunciation
- ▶ Speed & Fluency

Overcoming Obstacles

Overcoming Obstacles

- ▶ Cultural challenges harder than language challenges
- ▶ Language immersion
- ▶ Forget limitations
- ▶ Do your best and you will eventually improve
- ▶ Reading gathers vocabulary
- ▶ Communicate daily
- ▶ Useful tools out there
- ▶ Practice with others or yourself
- ▶ One-to-one conversations

Onboarding newcomers

Newcomers

- ▶ Be friendly
- ▶ Find a mentor
- ▶ Share your opinion
- ▶ Prepare in advance
- ▶ Ask questions
- ▶ Brush up your English skills

Native Speakers

- ▶ Be patient
- ▶ Speak slowly, please
- ▶ Use simple words and sentences
- ▶ Encourage communication
- ▶ Do not make fun