

# Hive Volunteer Handbook

In this document

- What is Burning Man Hive
- What is the HIVE Volunteer Team
- Volunteer Teams
  - Content
  - Community Engagement
  - Communications
  - Hive Team Support

## INTRODUCTION

### WHAT IS BURNING MAN HIVE?

Burning Man Hive is the **online hub for community, learning, and teaching** the philosophy, principles, and evolving the practice and experience of Burning Man culture around the world.

Hive will be the place where participants, employees, volunteers, global Burning Man groups, affiliates, and the general public can come together to find each other, connect, and collaborate.

Burning Man Project supplies the infrastructure to Black Rock City; BRC is made by its participants. Similarly, Hive and the online, year-round community will be made by *its* participants.

### WHAT IS THE HIVE VOLUNTEER TEAM?

The Hive Volunteer Team will support creators in their efforts of creation in Hive, similar to Placement supporting Theme Camps or the Artery supporting artists.

The mission of the Hive Volunteer Team is to foster and increase engagement on Hive through supporting the online Burning Man Community.

In addition to the 10 principles, our team culture values: That means fun, collaboration, no burn out, shared air/value

RESOURCE: [BURNING MAN SOCIAL MEDIA GUIDELINES](#)

Hive Volunteers Monthly Meeting: [Meeting Agreements](#)

## Volunteer Teams

### **Outlining the structure and scope of our fun and work.**

Note: This is not set in stone but we'll try it out for 6 months and see if it makes sense.

We have four sub-teams: Hive Volunteer Support Team, Content, Engagement, Communications

Each sub-team will meet monthly with quarterly all-Volunteers meetings where we update each other on progress and projects and can reassign and realign ourselves.

### **Content Team**

- Team lead
  - Call meetings
  - Forward progress
  - Meet with Hive Support Team monthly
- Pollinator: Helper Creating Groups
  - Hold monthly office hours for training people on how to create a group and engage
  - Tips on how to create events on Hive
  - Mighty Networks training?
  - Host live events for course and/or group hosts to share tips and tricks on how to create / host good content on Hive
- **Field Bee?** Site Monitor / moderator for non-theme spaces -(like a fluffer role) **(Stickybeak?)**
  - To help regularly keep an eye on the main platform. Read content posted by members; help solve problems; alert necessary team members of problematic people or posts; use our Moderation guidelines, Community Agreements, and escalation process to resolve issues when possible.

- Direct people to Hivesupport@ or Conflict and Care team when necessary.
- Edit content to make sure it is understandable by our global audience, unambiguous and as free of bias as possible.
- Stimulate and moderate generative conversations on topics (and potentially supporting a particular group or course).
- Content: creating campaigns
  - Create and schedule series of posts on specific topics
    - Engagement campaigns (fill out the XYZ survey, etc)
    - Ex: make Hive FUN! Hosting ideas that can make Hive fun. Group ideas (ex: bad dad jokes group, sex positive group, etc)
    - Missed connections campaign
    - Aggregate relevant info and connect conversations on other Burning Man platforms and social channels that fit to our specific topics. E.g. facebook groups, ePlaya, Spark, Reddit, JRS, BM Journal, weekly bulletin, Medium and other places.
    - Connect relevant conversations across different social platforms where Burners talk
- Nectar Guide: Create courses - support with course design
  - Directing people to resources that help them decide how and where to offer their content eg if someone asks how to start a group or course (note: we can direct you to resources where you can learn how to do that and can set up spaces for you to practice and learn yourself)
  - Teaching how to do courses / mentoring
- Live Event Production (e.g. Honey Lounge)
- Data Analytics - (Pranav Mittal aka Compass)
  - Help us make sense of Mighty Networks data around topic users and engagement
- Videographer / Video Editor

## **Community Engagement Team**

- Team lead
  - Call meetings
  - Forward progress
  - Meet with Hive Support Team monthly
- Welcome Wagon - Greeters - first 'face' of HIVE
  - Welcome new members (welcome function, check regularly)

- Support people in exploring opportunities on Burning Man Hive and how they might become involved with more people, groups and activities.
- Directing people to resources that help them decide how and where to offer their content eg if someone asks how to start a group or course (note: we can direct you to resources where you can learn how to do that and can set up spaces for you to practice and learn yourself)
- Tech Greeter
  - Monitor hivesupport@ (you'll get trained in how to use the system) answer questions or field requests to the appropriate places
  - Help Hive users with: account and access issues, starting new groups, and new course applications.
- HIVE Team Lead e, g. RIDE, Sustainability, Wellness, Leadership- supports content not necessarily create
  - Greeter
  - Liaison / outreach to other interesting Burner culture content creators,
  - Increase the number of Hive Members through community outreach on different Burner groups (facebook etc.)
  - Monitor the Navigating Burning Man Hive Topic and Ideas & Questions for Hive Group for comments and questions to respond to
  - Learn what's most engaging our members
  - Use the Hive Topics (which reach all network members) to promote courses, groups, and events that may not be as visible and
  - Moderate conversations in the space assigned to you (we can provide resources on moderation): To help regularly keep an eye on your collection content. Read content posted by members; help solve problems; alert necessary team members of problematic people or posts; use our Moderation guidelines, Community Agreements, and escalation process to resolve issues when possible.
    - Direct people to Hivesupport@ or Conflict and Care team when necessary.
    - Edit content to make sure it is understandable by our global audience, unambiguous and as free of bias as possible.
    - Stimulate and moderate generative conversations on topics (and potentially supporting a particular group or course).
- BMP Team Liaisons - identify someone from a team/BMP Department to be the Hive volunteer

- Create monthly / quarterly content strategy
- Create and schedule series of posts on specific topics
- Aggregate relevant info and connect conversations on other Burning Man platforms and social channels that fit to our specific topics. E.g. facebook groups, ePlaya, Spark, Reddit, JRS, BM Journal, weekly bulletin, Medium and other places.
- Decide on how many content pieces per topic each week you want to post to stimulate lively conversations but don't overwhelm and create "noise"
- Moderate conversations in the space assigned to you (we can provide resources on moderation). To help regularly keep an eye on your collection content. Read content posted by members; help solve problems; alert necessary team members of problematic people or posts; use our Moderation guidelines, Community Agreements, and escalation process to resolve issues when possible.
  - Direct people to Hivesupport@ or Conflict and Care team when necessary.
  - Edit content to make sure it is understandable by our global audience, unambiguous and as free of bias as possible.
  - Stimulate and moderate generative conversations on topics (and potentially supporting a particular group or course).

#### **Team Beeswax** - Communications - ON HOLD

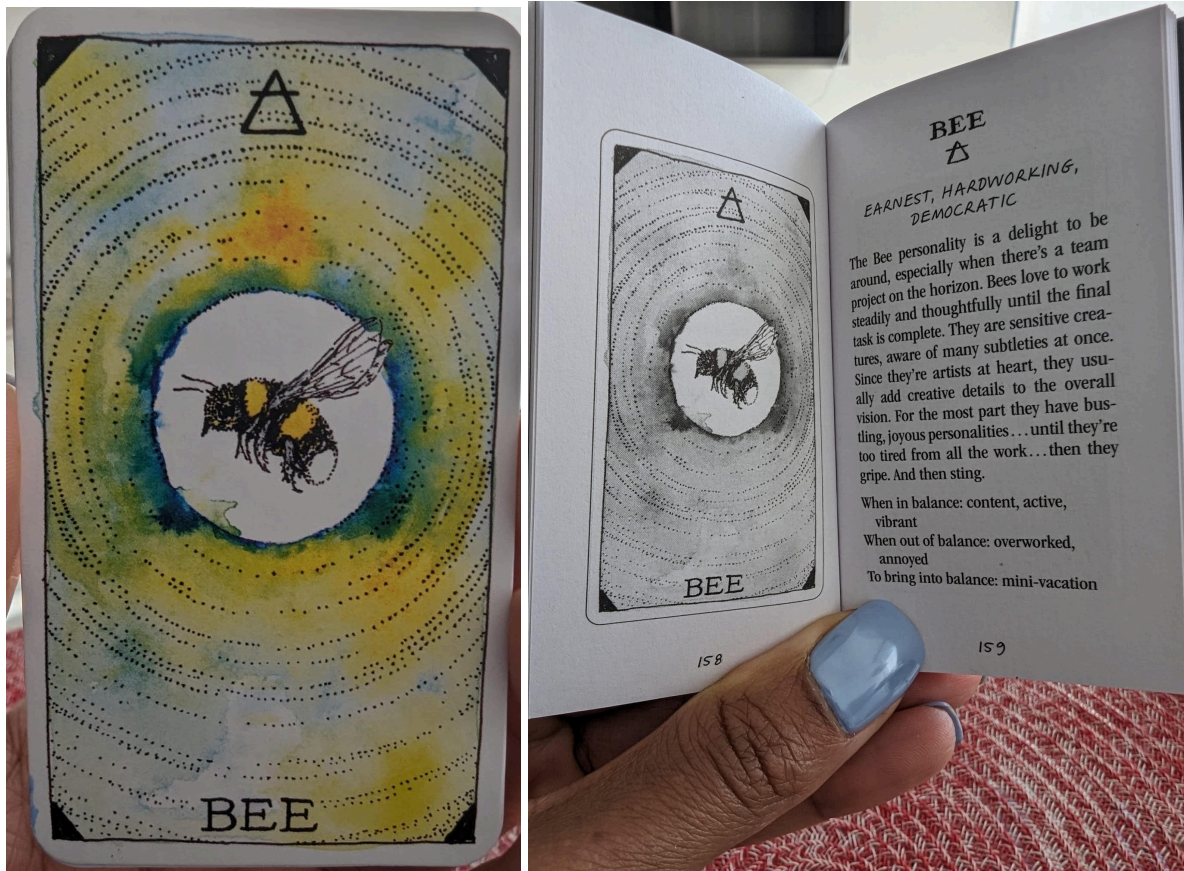
- Team lead
- Weekly Buzz: (Sue Kocher, Gigi, Siobhan) / Newsletter
- Gather information about what is buzzing on Hive from Topic teams and different public groups and courses. Combine all this info and disseminate it in video form (Weekly Buzz), email form (update email), and through conversations (via greeters who can also be conduits of information to existing members).

#### **Hive Volunteer Support Team:**

- Scribe
  - Note taker at meetings
  - Manage action items
  - Goose Hive Volunteer group
  - Promote meetings

- Historian
  - Documentarian of procedures and processes
- VC - Roxy
  - Internal Comms
  - Recruitment
  - Mentorship
  - Manage
  - Goose Hive Volunteer group
- BMP Liaison KJ/Siobhan
  - Communication Liaison
  - Communicate with BMP
  - Attend BMP meetings as necessary to inform team
  - Education Team support
- **Managing Editor** KJ/Siobhan
  - Editorial direction
  - Editorial Policy - providing clarity on what can / can't be done
  - Smooth running of Hive activities and volunteer activities (no bottlenecks)
- Conflict **Resolver**
  - **Goal:** Help members communicate respectfully. Facilitate mental health awareness and healing on the platform.
  - On as needed basis, within team and on platform
  - Develop protocol
  - Support Site Moderators
  - Listen/help/triage people who are upset, grieving, or feeling excluded.
  - Facilitate a peer-to-peer support model of community members offering help to each other on the platform
  - Mediate a dispute between participants and groups. Maintain a presence and forge connections. Be present when asked – not interfering – while a host or moderator does their job, either while facilitating an event or monitoring a discussion in a particular group or on a topic.
  - Model Hive community agreements, engage inflammatory discussions (if needed)
  - **Projects:**
    - Update / flesh out a Hive escalation protocol and share with Hive Vol team

- Create communication structure for participants and Hive Volunteers to contact you and get help (within a certain time frame that's realistic for you based on your availability)
- Be on the lookout for unsafe interactions and posts
- Explore and create list of resource post on appropriate Topics
- Create a care group/topic on Hive
- Publish a document on the platform that explains the difference between conflict resolution and conflict mitigation (Steve)
- Stella to outline peer support group models on mental health and conflict
- Create proactive materials



**From Siobhan – The Bee: Animal Spirit Oracle Deck**