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## Disqus Community Guidelines

Our Values guide our actions and drive our understanding of what it means to be a part of the Disqus community.

They provide a common language for talking about what it takes to be one of us.

But what do they mean?

How do we practice what we preach?

What does that actually look like, in real life?

We've created this handy little deck to walk you through our collective understanding, with examples of characteristics, behaviors, and actions.

Questions? Email [hr@disqus.com](mailto:hr@disqus.com)



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**Working at Disqus is like using Disqus:**  
*your opinion counts and you can be yourself.*

We encourage curiosity;  
we explore new ways of doing things  
and learn what we don't know.

We emphasize collaboration and communication because we  
believe that great discussions lead to great work.

**Our company is a community.**

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# We make an impact

At work, online, and IRL, we are active members of our communities.

Every person can make a difference, and small improvements can create big opportunities.

*Your presence is felt; your absence is noticed.*

## What are some ways to be impactful?

### **Focus on Execution**

- Understand your (internal or external) customer's true goals
- Work and learn fast; use your expertise to iterate quickly
- Set challenging goals, take calculated risks, and learn from both your mistakes and successes before moving on
- Consider your audience: communicate status and achievements in a way that your customer (internal or external) will understand and appreciate

### **Influence Those Around You**

- Regularly build consensus; lead by inspiring agreement rather than dictating orders
- Show off your world-class skills and exceptional insights without isolating your team
- Celebrate and call attention to others' achievements, showing them you care about their work too

### **Think Big**

- Hack with a purpose: consider the full opportunity of a small change
  - Explore possibilities, even without specific paths to achievement
  - Don't limit yourself with past or current parameters - dream up big, impossible projects
  - Surround yourself with people smarter than you to harness the power of many great minds
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# We are generous

Disqusters are active participants in our company community.

Being generous with our time and ideas helps us take risks because we know we have each other's backs.

*Share your expertise and lend a hand.*

## What are some ways to demonstrate generosity?

### **Collaboration and Cooperation**

- Balancing working solo with working as a team
- Promoting a friendly, helpful team spirit
- Spotting and nurturing opportunities for collaboration

### **Giving (your time, experience, skills)**

- Taking time to support others' work by offering input and guidance
- Sharing your knowledge and experience to help others learn
- Lending a hand to benefit the team - "not my job" mentality does not apply

### **Commitment**

- Willing to make personal sacrifices to meet larger goals
  - Finding a sense of purpose in/connectedness to the larger company missions
  - Using the Disqus' core values and your team's best practices to make decisions
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# We are colorful

We're more than just our job descriptions.

Each of us brings a spectrum of passions to the table, and we celebrate those passions -- from board games to ballet.

We're like the internet: weird but lovable -- and our varied experiences and backgrounds strengthen our team.

*Put some of YOU into everything you do.*

## What are some ways to be colorful?

### **Celebrate Diversity**

- Appreciate teammates' varied experiences and seek ways to help bridge knowledge gaps
- Celebrate the unique perspectives that co-workers bring to the table
- Actively seek opinions and ideas that are different from your own

### **Be Authentically You**

- Infuse your work with your own personality and unique voice
- Draw upon personal experiences and interests to root your ideas in an honest truth
- Approach projects and products from a human perspective: we are not robots

### **Practice Empathy**

- Understand (or seek to understand) other people's interests and concerns
  - Make others feel comfortable by responding in ways that convey interest in what they have to say
  - Anticipate how others will react to a situation; consider many viewpoints when considering solutions
  - Recognize both the strengths and weaknesses of your teammates; use that balance to make everyone better
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# We speak our minds respectfully

Passionate people don't always see eye to eye.

Meeting differences of opinion with honest (but civil) discussion encourages multiple perspectives and a positive environment.

*Passion makes our community exciting. Respect makes it safe.*

## What are some ways to be both outspoken and respectful?

### **Listening Openly**

- Seek mutual understanding, and welcome new information
- Communicate honestly, staying receptive to bad news as well as good
- Find non-threatening ways to approach others about sensitive issues
- Pay attention to nonverbal communication during conversations

### **Resolving Disagreements**

- Handle difficult conversations and tense situations with diplomacy and tact
- Spot potential conflict, bring disagreements into the open, and help de-escalate
- Encourage debate and open discussion

### **Sharing Feedback and Ideas**

- Explain ideas with clarity and reasoning
  - Consider how new ideas will affect current projects/ideas/work; say or do things to address others' concerns
  - Ensure that others involved are kept informed and are encouraged to share their ideas as well
  - Express disagreement constructively (e.g., by emphasizing points of agreement or suggesting reasonable alternatives)
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# We are curious

The internet is a big place, and we're solving big problems.

We boldly explore new ways of doing things, and we're not afraid to ask for help when we get stuck.

Not caring is worse than not knowing.

*Ask questions and seek answers.*

## What are some ways to be curious?

### **Stay Open**

- Give and receive candid feedback
- Keep a sense of perspective, and a sense of humor
- Inspire others to be hopeful, yet grounded; the future is bright but the path may be uncertain
- See possibilities and opportunities where others might see problems and threats

### **Continuously Improve Yourself**

- Seek advice and input from others on the team; be willing to say "I don't know; I need help"
- Ask others how to improve your performance and act on their suggestions
- Work with your manager to set goals, address concerns, and take actions towards improvement
- Learn new things and gain new skills, even if they're not related to your core job

### **Seek New Information**

- Explore new ways of doing things; quench your thirst for knowledge
  - Pursue information to reduce uncertainty and develop new perspectives
  - Share your excitement for and interest in learning new things with your peers
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