HELP ME HELP YOU
The Art Of Solving Problems

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2 x Founder / Partner

Blogger

Community no-lifer

Twitter

Mastodon

Simmer, 8-bit-sheep

simoahava.com, teamsimmer.com

https://join.measure.chat/

https://www.twitter.com/SimoAhava

https://masto.measure.chat/@SimoAhava
My core beliefs
Belief #1

By helping others, you can help yourself.
Belief #2

A community is strongest when it’s effortless to ask for and to offer help.
For a community to thrive, its constituents need to **want it to thrive**.
1. Asking for help is a skill
2. Helping others is a skill
3. If you can help, you should help
4. Respect the “boring” questions
5. Knowledge sharing as a reflex
#1 – There are no wrong questions
(but there are better ways to ask)
Jack Jackson

I’m seeing an abnormal amount of (not set) traffic, please help!
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- What dimension shows (not set)?
- In what timeframe?
- Compared to what?
- Across all devices?
- Across all geographic locations?
I’m seeing an abnormal amount of (not set) traffic, please help!

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and most crucially…
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- What dimension shows (not set)?
- In what timeframe?
- Compared to what?
- Across all devices?
- Across all geographic locations?

*and most crucially…*

Please share *what you have already tried* / researched.
I’m seeing an abnormal amount of (not set) traffic, please help!

<table>
<thead>
<tr>
<th>Useful</th>
<th>Not always useful</th>
</tr>
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<tbody>
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<td>wall of text)</td>
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<td>What has already been attempted</td>
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<td>Asking for help as a first measure</td>
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<tr>
<td>Details (but not necessarily a wall of text)</td>
<td>Asking in the wrong place</td>
</tr>
<tr>
<td>What has already been attempted</td>
<td>Constant “bumping”</td>
</tr>
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<td>Patience</td>
<td>Limited permissions to share / add details</td>
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#2 – Helping others is a skill
I'm seeing an abnormal amount of (not set) traffic, please help!

Most of the traffic is from the Safari desktop browser.

Which browser is the (not set) traffic from?
The rude-for-personal-clout answer

Jack Jackson

I’m seeing an abnormal amount of (not set) traffic, please help!

Simo Ahava

Surely you know there are different reasons for (not set)??

Umm, you do know this is common?
Jack Jackson

I'm seeing an abnormal amount of (not set) traffic, please help!

Simo Ahava

Why are you using Google Analytics? There are so many better options out there.
The chatgpt-splaining answer

Jack Jackson

I’m seeing an abnormal amount of (not set) traffic, please help!

Simo Ahava

(not set) is a common way for analytics platforms to denote hits that are lacking values for certain signals or dimensions.
Jack Jackson

I'm seeing an abnormal amount of (not set) traffic, please help!

Simo Ahava

https://www.some-resource.com/with-perhaps-a-related-answer/
The self-promotion answer

Jack Jackson

I’m seeing an abnormal amount of (not set) traffic, please help!

Simo Ahava

You can try a free plan of our platform – it will help you sort out the (not set) traffic in no time!
I’m seeing an abnormal amount of (not set) traffic, please help!

I’ve sent you a DM! We can continue this discussion in private, if you wish.
When helping out with a question / problem...

Choose encouragement over derision…
When helping out with a question / problem...

Choose **encouragement** over **derision**…

Choose **matter-of-fact** over **literary embellishment**…
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Don’t take a **public question** to a **private chat** (or vice versa) unless absolutely necessary…
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Don’t *assume*, instead *ask for clarification*...
When helping out with a question / problem...

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Don’t take a **public question** to a **private chat** (or vice versa) unless absolutely necessary…

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Solve **the problem at hand**, don’t try to **fix the underlying issues**…
When helping out with a question / problem...

Choose encouragement over derision…

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Don’t take a public question to a private chat (or vice versa) unless absolutely necessary…

Don’t assume, instead ask for clarification…

Solve the problem at hand, don’t try to fix the underlying issues…

Solve for the community, not just for the individual asking the question…
#3 – If you can help, do help
What if I’m not **expert enough** to answer this question?
What if I’m not **expert enough** to answer this question?

What if I get the answer **wrong**?
What if I’m not **expert enough** to answer this question?

What if I get the answer **wrong**?

What if I **cause damages** to the person asking the question?
What if I’m not **expert enough** to answer this question?

What if I get the answer **wrong**?

What if I **cause damages** to the person asking the question?

What if I **step on someone else’s toes** when answering this question?
What if I’m not **expert enough** to answer this question?

What if I get the answer **wrong**?

What if I **cause damages** to the person asking the question?

What if I **step on someone else’s toes** when answering this question?

What if I misunderstood the question and end up looking **like a fool**?
What if I’m not **expert enough** to answer this question?

What if I get the answer **wrong**?

What if I **cause damages** to the person asking the question?

What if I **step on someone else’s toes** when answering this question?

What if I misunderstood the question and end up looking **like a fool**?

What if there’s an **unspoken rule** (that I don’t know about) and I’m not allowed to answer this question?
Stop it
Stop it

If you can help, do help.

If this is not appreciated, you are in the wrong community.
#4 – Power of the “mundane”
2014 – Answering a question about bounce rate
2014 – Answering a question about bounce rate

2017 – Answering the 1000th question about bounce rate
2014 – Answering a question about bounce rate

2017 – Answering the 1000th question about bounce rate

2023 – Hearing a question about bounce rate for the 10000th time
2014 – Answering a question about bounce rate

2017 – Answering the 1000th question about bounce rate

2023 – Hearing a question about bounce rate for the 10000th time
Baseline progression

2014 – Answering a question about bounce rate

2017 – Answering the 1000th question about bounce rate

2023 – Hearing a question about bounce rate for the 10000th time
Chase the **shiny objects** – that helps you stay motivated.

Embrace the **mundane** – that helps you keep your edge sharp.
#5 – Turn knowledge sharing into a reflex
Total inaction
Total inaction

Paid tier

The good stuff
Interesting but useless intro → Paywall → The good stuff

Total inaction

Paid tier → The good stuff
The good stuff
I have a great idea…  SHARE

Ooh, finally solved it…  SHARE

This would make a great case study…  SHARE
If you think of something cool, share it. Twitter is a great medium for this.
Belief #4

By respecting yourself
By trusting your partner
By helping your team
By inspiring your community

Can you best protect the values of your society and build towards a better future.
Слава Україні!

Come Back Alive foundation

Charity foundation of Serhiy Prytula
https://prytulafoundation.org/en

UNICEF Ukraine
https://www.unicef.org/ukraine/en

UNHCR

Героям слава!
log(`Thank you, ${yourName}`)