Twenty Questions for AIN'T "U" Got No Manners Author Kristin Johnson

1. How did you come up with the "Think" Button that you mention in your book?

   My late mother, Kathryn Johnson, and I were talking about the book one day in the early stages of writing around November 2015, and she said, "E-mails and the Internet should have a 'Think' button as well as a 'Send' button."

2. What is something embarrassing you've experienced online other than the examples you list in your book?

   I accidentally clicked on a webcam from someone I didn't know and it was a girl's X-rated webcam!

3. What's the best thing you've seen someone do online other than the examples you use in your book?

   Memorial funds and donations for people's operations. A "you can do it" when someone is having a difficult time. I think Sal Khan's Khan Academy is one of the best things I've seen. I'm not knocking the Internet.

4. In your opinion, what group is more likely to do dumb things online? Why or why not?

   At any time anyone is capable of doing stupid things online. It's easy to scapegoat teenagers because their decision-making capacity is still forming. However, the book features mature, educated people making inexplicable blunders on the Internet.

5. Do you use the Facebook app for your iPhone/smartphone? Why or why not?

   I don't use the Facebook app out of privacy concerns and a desire not to be too distracted. If I have to sign in to Facebook on my phone it makes me think: Do I really want to do that?

6. What do you think of "disappearing messages" apps such as SnapChat by the company now known as Snap Inc? Do they help keep things private?

   Digital Goddess Kim Komando told me during her radio show that the messages don't disappear forever. However, my teen and tween social media experts tell me that those messages do indeed vanish.

7. When you tell people you are writing about this topic, what is their reaction?

   Almost universally, everyone says, "We need a book like this. I want to read that." And they will tell me the pet peeves they have about the Internet.

8. What are your best tips for using Twitter effectively?

   As author Holly Grigg-Spall told me in an interview, 140 characters are sometimes not optimal if you want a meaningful discussion. Short and engaging is good—although I read a Wall Street Journal story about a minister who tweets sermons in 140 characters!

9. A follow-up question to #6. How do you use Facebook? What do you think of apps and sites that want to use your Facebook ID to post?

   I've used Facebook to post to those sites until I realized I don't want that data being collected on me. As to how I use Facebook, 97 percent of my usage is to follow/support friends, promote my writing/blog, and communicate with clients/fellow writers and support them.

   Of course I have an author Facebook page (facebook.com/AuthorKJ) as well as one for the book (facebook.com/AUGNM), which I coordinate with my blog. I love reading other people's Facebook walls, but I'm hesitant to share too much about myself or my family for safety/privacy reasons, and also because not everybody wants to read all those intimate details!

10. What embarrassing Internet mistakes have you made? What was the fallout?

    I have sometimes shared news about projects before it's prudent to do so. Even if you think you're just putting an item in your professional association's print newsletter, it's wise to remember that everything eventually goes online. When I've jumped the gun on promoting a project,

I've apologized and had the material taken down. I've been told I'm a customer service dream and I have the emails to prove it.

11. What are your tips for posting YouTube videos?

    My YouTube channel is still in the works, but I would say if you're new to YouTube videos and you're posting them for your career or to become a YouTuber, set your videos to private and share them with someone who can give you a thoughtful critique.

12. Do you think your suggestions and antidotes in the book will change the way your readers use the Internet? If so, how?

    I view this book as analogous to a diet or financial book. Not every diet book will work for someone. Not every financial system will work for someone. But you can find a nugget of knowledge that may improve your life.

13. What do you do, other than the #Think Button, to keep from posting something you regret?

    I walk away from the computer, or the smartphone or other mobile device. I ask my trusted advisors what to do. I hit "Save" rather than "Send". Sometimes I write out what I want to say in the heat of the moment and then quickly delete it.

14. Do you police what your friends/family/colleagues post on the Internet? Why or why not?

    I don't police my friends or family because their thoughts and free expressions are their own. Some are not on social media. We have children under 18 in the family and we have frequent discussions with them about social media, the Internet, and cell phones. Although they often remind us that not everything on the Internet is true! Ultimately they will make mistakes, as anyone will, but all we can do is give good guidance.

15. Explain the system of "404," "UGM," and "Skull and Crossbones" you use in your book.

    UGM stands for "U Got Manners," and designates an example of positive behavior. "404", the Internet code for a missing Web page, designates something annoying but not terribly dangerous people do on the Internet. The "Skull and Crossbones" sign indicates truly dangerous Internet behavior.

16. How did you find the people to interview or feature, such as Balpreet Kaur and Holly Grigg-Spall?

    I had connected with Holly Grigg-Spall because her book, <u>Sweetening the Pill</u>, influenced my life. I'd even spoken up for her amid the backlash over her book. I approached her to be interviewed for the book and she said yes.

    I didn't know Balpreet Kaur at all, but I had read all the stories about her on the Internet. I found her through ICYJ and asked for an interview, and after reading a synopsis of the book she decided she wanted to be a part of it. We had a Skype interview that was extremely enlightening.

17. Were there stories of stupid Internet behavior you have personally seen that you didn't put in the book? If yes, why did you leave those out?

    There are several stories I could have put in the book but didn't because I had a personal relationship offline with the people in question. I do point to a couple of stories but don't name names.

18. Do you ever worry that you are infringing on free expression with all these rules and tips? Why or why not?

    People can express themselves how they like. In America we have a First Amendment, and my position has always been that it either applies to everyone or it doesn't. We have free speech and we also have consequences to that speech.

19. What do you think of US President-Elect Donald Trump's use of Twitter?

    I get this question all the time, and it's a good one. We are in new territory both with this incoming president and the way he uses social media. I am watching it evolve just as everyone else is.

20. Will there be a follow-up book? If so, what will it be?

    I will probably do a version of this book for teens and tweens. The technology changes so much that I will probably need to do a series!

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