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CR – LACRALO Working Session
Monday, March 12, 2012 – 12:00 to 15:00
ICANN - San Jose, Costa Rica

Elad Levinson:

Welcome everyone. I apologize to begin with that I'm not bilingual. When I was 17 and in high school and taking Spanish, I didn't realize I'd be doing this. My mistake. My name is Elad Levinson and I am a staff member for ICANN. My job at ICANN is the organizational effectiveness of ICANN, and for 45 years, I've been a professional facilitator. So what does that mean professional facilitator?

My expertise and all of you in this room have your own expertise. My expertise is in getting people to talk to each other. And the purpose of talking is two things. One is to build an understanding so that when people leave the room, they have a better sense of who they're talking to and how that person sees the world. And secondly, although we will not be doing as much of this and that is building agreement.

Probably the most difficult task in today's world is to find ways to build agreement about very, very contentious, difficult subjects. It's sometimes said that when you get a group of people in the room, who have strong opinions and who have strong emotions and who feel that what they believe is very important that it's extremely difficult to build agreement.

And that one of the first steps in building agreement is to get to know each other better. So let me explain the way that we're going to work together over the next three hours. So between now and three o'clock, we're going to have a different kind of session than is standard at ICANN meetings. So the difference is that this meeting is going to be highly participatory in small groups.

So the method that we're going to use between now and three is that I'm going to ask you to sit together with people who preferably you don't know very well. So in a moment, I'm going to ask you to move for these discussions, you won't

need your computers for this purpose. I'm going to ask you to find people that you don't know very well, and here is the dilemma, is how many of you are bilingual and speak some English. So you have your native language and some English?

So if you can work with somebody outside of your native language then it won't be as much of a difficulty in finding two other people. So what I'm going to do is I'm going to ask you to divide up into three's, so you're going be in small groups of three's sitting around these tables. So once you find the group of three, then I'm going to give you a discussion topic. The topics have come directly from the LACRALO leadership. So we're going to be addressing three subjects that you'll have a chance to talk about with these two other people. The first is what is the future of LACRALO? And this is not a policy setting conversation. There is no formality to it in the sense that it won't be recorded and then some later date you'll be held responsible for it. It's simply a matter for you to speak from your heart about what you would like the future of LACRALO to be.

The second area that we're going to work on after we finish that is going to be, what's your intention for LACRALO, your own personal intention? Why did you come here? What is it that you bring to this wonderful organization that you'd like to contribute and that maybe you already are contributing?

And then the third area is what would encourage participation and full engagement? So any group that comes together for this kind of a purpose, there are some people who feel that they participate well, and there are some people who don't feel that way. They feel either that they're not being heard or that they're a minority, and so what we want to do is to have a discussion about participation and engagement.

So each of those three areas, we'll start with the future and then we'll go to your personal intention, and then the third one we'll go to is participation and engagement. I'll let you know when we're switching from one topic to another. So for right now if you would just stick to the topic that we're starting with.

And then the final thing that we'll do for each of these topics is that we'll collect the information from the small groups of three, and we'll project it up there, so that we can see the aggregate, so we can see the community's perception, and then that information will be sent back out or will be put on the Wiki so that you all have access to it. So before anything else, are there any questions so far about what we're going to do?

Okay, so the first thing I'd like you to do is to find two other people that you don't know very well, and move so that you're sitting in groups of three, just like we have here, just like we have there. So if you'd find two other people you don't know very well and get with them, and then we'll go into the exercise. So move around, go do that first.

The preference is to have one at least one common language in each group of three which could include pointing. So not to make it too complicated, at some point, you just have to pick. If you end up with people that you know – if you end up with people that you know it's not terrible.

Okay, if you'd please sit down with your group of three. You still need one more, there is one right there.

[background conversation]

Elad Levinson: Okay if you would sit down with your group. Are you a part of LACRALO? Are you in this region? Okay, if there is a group of four that would be fine. No problem, but a group of five is too many, four is fine. Okay if you would find a seat and sit with your group. So we have a group of three, group of three, so if you're five – three, two, okay.

Okay, thank you. That was pretty complicated, wasn't it? Okay so we're going to start. Let me repeat the question. So you'll have eight minutes to discuss this, so about two minutes per person, about two minutes per person.

The questions are: what would I like to see LACRALO become in the future? What would I like to see LACRALO become in the future? And the second part of that, the second part of that is what is my personal hope or intention for LACRALO? So the first one is what would I like to see LACRALO become in the future? And the second question is what is my personal desire or hope for LACRALO in the future?

Everybody have the questions? Is there anybody that would like clarification? Okay, so let me just remind you. So the first thing is that person will have about two minutes to talk and then I'm going to ask you to write down any insights, any ideas that came from your discussion, and then we'll come back in the large group and each group will have a chance to speak and raise their hand, and then we'll project them up there so everybody can see them. Okay? All right, go.

[background conversation]

Elad Levinson: Okay, time out just for a second, time out just for a second. So we're about four minutes in, let me just interrupt just for a second. So we're halfway and so we want to make sure that everybody gets a chance to speak, so that if you have groups were you have five here or four, make sure you most fast enough so that everybody gets a chance to speak. All right, so you've got four more minutes.

[background conversation]

Elad Levinson: Okay, if I can interrupt you, let me just interrupt you for a second. So if I can get your attention again please. So now what I'd like you to do is to write down ideas that came out of that discussion. So this is a chance now to record any themes, any ideas that you would like to see up, projected in a moment. So I'm going to give you about three minutes to record your ideas. And then we'll actually collect them.

So we'll have members from each of the groups speak into the microphone and say this is one idea that came out of our group. So you've got three minutes to record. Okay, four minutes to record.

[background conversation]

Elad Levinson: Okay, if you'd please finish up what you're writing. Okay, if you'd please finish up. So we're going to – so one of the things that I thought I would do is just also talk about the tools that we're using, so when groups come together to build consensus on something, we're not trying to build consensus right now, but if you were trying to build consensus on what the future of LACRALO should be, then one way of going about that is to gather data, gather information in small groups, so that everybody has a chance to participate actively in a small group, and then the second tool is going round robin.

So what we're going to do is I'm going to start over here, and with this group, you'll have one item that you're going to speak about, and then we'll take one item from here, one item from here, and go around. And then we'll start back over here is you have anything left that you want to contribute. So just one item at a time please. Okay, so please, spokesperson from this group, and if you'd use the microphone.

Andre Griffith: Hello, I'm Andre Griffith. My group discussed one aspect of having more access involve at a government level with respect to advisory, being more in touch of the ccTLDs in each county within the region. We can basically work with them to help them develop the more internet of the ability users and increase activity, et cetera, et cetera, et cetera. So we want have more access involve at the government level to help influence government.

Elad Levinson: Okay, Matt do you have that? Okay, please from here one item.

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Male: We discussed among ourselves and one of the things that we discussed that we need communication spaces, inclusive spaces that should be applicable to improve internal communication, this is one of the topics we have discussed because of course there are some external communication to be addressed as well, that it will be discussed later.

Elad Levinson: Decide on who is going to be the spokesperson before we get to you.

Male: We would need more time to discuss which of the four –

Male: To answer the question what I'd like to see LACRALO become in the future, a LACRALO that understands each of us, a LACRALO that appreciates each of us, a LACRALO that respects each of us.

Javier Chandra: My name is Javier Chandra. First of all, I have not agreed on the separation for language of participants, because the ideas it was told before this that some of us may learn some English and some others may learn some Spanish. In this case, through Google translator we have been able to do our work. So regardless of the situation, I think that we should do the work we have to do, regardless of the language each of us may speak.

                               So now going to the first question what do I – or not do I want that, what do we want for LACRALO in the future. So please take it down. An organization so that certain issues related, final users may be considered – I'm speaking too fast, I will try and be slower.

An organization that helps certain issues related where final users may be considered. To help understand the reality of each country, so as to compare those realities and find out what our deficiencies or weaknesses to have a stronger relationship with governments because in some cases governments are present and they participant and sometimes we do not have relationship with governments. And with the companies that are in charge of the domains, because at the end of the day, we have present certain situations that impact our final users and we have no relation in that respect. No say and the other question, oh, just one, okay, okay, only one.

[background conversation]

Male: All right, coming out of our discussions is a vision of LACRALO that's an organization that supports as an underlying concept equal representation for all members of the organization. Our commitment to solving issues by a dialogue and recognizing and accepting that even though there are differences between that, contributes positively to the overall fabric of LACRALO.

Female: Our group was made up Fatima, Roberto and Ana. We discussed the first question and these are the conclusions. An organization that is related to user policies, fluent communication, generation of work in groups with ALS volunteers in specific issues and improvement of rules of procedures and operating principles. Thank you very much.

Male: This group has discussed that LACRALO should be an organization that stops discussing rules and procedures and starts discussing policies. So that we could take the voice of the region to the region to control what ALSs can mean to become more professionalized with work and programs for assessment of goals

and result measurement, of the formats measurements. And that in order to meet the set goals and deadlines we should have better planning with timely decisions made, decisions that not made at the last minute.

Elad Levinson: Thank you and then this group please.

Male: My name is [Geisha Masomorta]. I am from Argentina, I'm together with Jose Arce from Argentina, all of you know him and service, there is coming over there. And when we mention the expectations about LACRALO to ideas, we discussed two ideas.

First of all we thought that LACRALO in the future should focus itself on spreading the word and disseminating the world and the community of end users. So that end users become aware of what LACRALO is. If this is then LACRALO will have the representation of those end users. Otherwise, those groups that feel are not represented by LACRALO should create a group of their own so as to express their needs. And LACRALO should focus its work on security. Thank you.

Elad Levinson: Thank you. So Matt, so I'm going to ask Matt if he would scroll down so we can see everything that's been said and we can just go slowly so that people can read it. So if you just review with me what has been said so far.

[background conversation]

Elad Levinson: Read it? Okay, all right, I'll read it then, if you just start back up at the top, Matt.

Having more ALSs involved at a government – so if you want to put the headsets on – involved at a governmental level with respect to the advisory, working with the cTLDs to make the availability of the internet more disbursed amongst everyday users.

We need inclusive communication spaces to be allocated in order to improve internal communication.

LACRALO to develop into an organization whereby members understand one another, appreciates one another and respects one another.

An organization that helps certain issues related to users to help understand the reality of each country so as to compare those realities, to compare those weaknesses and strengths. To look at our relationships with the governments as the situation is different amongst countries. We must also do this in regards to the registries.

A vision of LACRALO as an organization that supports as an underlying concept, equality for all members. In addition, a commitment to resolve issues by a dialogue and an understanding that our differences contribute in a positive way to LACRALO.

An organization that is related to user policies, fluent communication generated by groups and improvement in the rules of procedures as well as the operating procedures.

LACRALO needs to discuss more policies so we can take the voice of the region to the region, to control how ALSs are defined and to become more professional, to have better planning with timely decisions made in order to be more effective.

LACRALO in the future should focus itself on spreading the word of LACRALO to end users so end users become aware of what LACRALO is. This will ensure that LACRALO is effectively representing the needs and desires of the everyday users.

So let me just ask is there anything that is not up here from your groups that you would like to make sure is up here, before we leave this subject. Please, and if you'd just raise your hand and then I'll call – yes, please.

Male: First, I would like to clarify that the sentence we have put over there is not a consensus in the group. It's the opinion of one of the members, okay.

Elad Levinson: Yes, thank you.

Male: And what I don't see and it appears different opinions here that LACRALO should represent more users. We are talking about ALSs, but not users. Personally, I don't want to see – it doesn't matter for me if we have a large number of ALS, ALS represents a large number of users.

Elad Levinson: Thank you. So Matt will get that up there. Is there anything else? Yes, please.

Male: Adding to that, in having more users, also you want that LACRALO, I think we said in our group that we will have multi-lingual, people can you know – it's kind of like using LACRALO as a gateway to how unity – help with the equality among its members by having proper communication so people can be more multi-lingual opportunities, so people will encourage to learn the language of other cool members in the LACRALO group, and that could also encourage unity in the whole region as one of those benefits, that you didn't really contemplate.

Elad Levinson: Thank you. Please.

Male: We are talking about the future, so I would also like to see a better translation system because we represent the end users on the internet, so these people don't know how to use a computer. So we cannot speak in a different language to them. So if we are representing these users, we need to understand what everything is being said here. Sometimes the translation is not accurate.

Elad Levinson: Thank you. Please.

Male: Well, I disagree regarding organization with too many members. I prefer maybe the good quality of an organization, because sometimes an organization has a big impact with end users, especially because they could participate in a policy in some countries, public policy but in regard in LACRALO, I prefer a good quality out here instead of an organization with a huge number of members. That's my opinion.

Elad Levinson: Okay, thank you. Yes, please, Sergio.

Sergio Salinas Porto: Hello, and good afternoon. I'm going to add on to what my RALO colleagues have just said. I don't feel that it is necessary to have many more ALSs and certify ALSs just because we want to have more. I do believe that the ALSs that have applied should have the opportunity to become a big working force, but we also need organizations with users inside them, otherwise we just have individuals with very little content.

So we are in a wonderful place, because we have the bottom up model that is why we are here, but if after a meeting or a conference call, I don't have anyone to talk with or I don't get an answer about issues that are going on within the

RALO. What is it that I can contribute to the LACRALO? Nothing if I cannot have a two way communication and if I cannot get any feedback for what is happening here, we are failing somewhere.

Elad Levinson: Thank you very much. Okay, I'm going to take two more, and then we'll close this discussion and we'll move to the next topic. So here and then here.

Female: This is not something that was not discussed by the group that it is raised, but this current discussion. LACRALO is five years old, so when you are a baby and you reach five years old, you are different. You have grown and this is what we have to understand today at LACRALO. This LACRALO is different from the LACRALO five years ago and it is good that we having this discussion so that we may have the LACRALO we want to have today, not the one that was wanted five years ago.

So there is new people participating in the LACRALO and we have to welcome them and we should give clear ideas of what we want LACRALO to be today. Thank you.

Elad Levinson: Last one.

Male: Thank you. This morning there was a discussion quite similar to this, this very early in the morning there has been a discussion about the lack of commitment of people that made up LACRALO. There was no people really working and certainly I think this happens in all organizations when you have a few people that work and a few others that are just listed there. This is something we certainly proposed, but this is something that we have proposed in disseminating LACRALO work.

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I'm learning a lot of things, I'm learning them today, and I've learned them yesterday, because the entity I belong to had a member here and perhaps I did not ask our delegate to tell me more about LACRALO. The point is I'm coming from Argentina from the Patagonia region, 1,600 kilometers south of Buenos Aires and when I started telling people I'm coming to Costa Rica and about the meeting, they kept on asking what are you going to do there, I tried to explain and when I say this, the representatives of the end users, they ask, but who elected them?

All the institutions and the point is, this is related to something that Salina said and I fully agree what he is saying is the significance, the importance of an institution is not to have hundreds of thousand members or very few members. The important thing is the quality as Umberto said. It doesn't matter whether we have 1,000 ALS, the point is that those 1,000 ALS should have content, and the content will be provided by the information that the end use of the internet may receive, so as to better select their representatives if we are not the proper ones. Thank you.

Elad Levinson: Okay, so I would like you to be thinking, we're going to take a five minute break, so you can get up, stretch, use the bathroom, get some water, a little longer?

Male: No, the point is that that was the answer to the first question. You asked two question, so that was our personal view. Do you agree?

Elad Levinson: Talk about the agenda. So right now it's 1:20 and there is two things left on the agenda. When we come back, we're going to address the question of how to increase participation and engagement. So participation and engagement are two different things.

Participation is getting people into the room. Engagement is making sure that they feel that their hearts and their minds are really being used. So we're going to address the question how to increase participation and engagement and Rodrigo will lead that discussion when we come back from the break.

Then at 2:30, we'll take half an hour, and we'll talk about what do we do with this? What do we do with the information? Because this is very, very good information and hopefully you'd find a way to be able to incorporate this into the work of LACRALO going forward. Okay? So five minutes and then come back and we'll go into the second discussion question. Okay? Stretch, move around and we'll come back.

Female: Hello, can you hear me? Okay, so that is switch on.

Elad Levinson: So if you'd come back into your small groups, please, we're going to begin again.

Rodrigo de la Parra: We are going to start one more minute, please, take a seat. This part of the session will be in Spanish, so if you want to put your headsets on to listen to the translation.

We will begin then with this part of the session and the people who have left the room will keep on coming in. So the second part of this exercise will follow the same dynamics we used for the previous exercise, so please keep gathering groups and now we will ask some other questions that will be discussed by each of the group or teams that you have made.

There will be two questions, 20 minutes to discuss these questions, both questions should be discussed, once the time is over, we will give you a notice, and you will have five more minutes to write down the conclusions or the

answers so that we will have a time to express them aloud so that the whole group becomes aware of what has been discussed. Are you ready?

Okay, two questions. First question then, how can we promote participation in LACRALO in the future in the best way possible? I will repeat. How can we promote the participation in LACRALO in the future in the best way possible?

The second question is, what actually working today and what is not working today so that all members of LACRALO become engaged? What is actually working today and what is actually not working today so that all members of LACRALO become engaged?

So these are the two questions, so now please regroup yourselves and you will have 20 minutes for discussion of both questions. After the 20 minutes, we'll give you a notice so that you will have five more minutes to write them down. Thank you.

[background conversation]

Elad Levinson: Starting in a moment.

Rodrigo de la Parra: Okay, are we ready? We'll begin then. So we will do the same as we did before. There will be a first round trying to capture the main idea. I know there will be lots of ideas, but please tell us the main idea that you have discussed, so each group will give me one idea, and then after that, we will open the session for an open discussion as we did before in the previous exercise. So you're first please?

Male:	How we promote participation in the future. One of our ideas is to better inform the general public of the activities of the LACRALO, translating the technical jargon, so that the average person better understands what is going on. Examples, two newsletters, bulletins on the radios, advisories on a timely basis, even email.
Rodrigo de la Parra:	Thank you. Sergio, would you please go ahead?
Sergio Bronstein:	It is a bit long. First of all we believe that there should be deep training so that we are all on the same page, and we'll start on some common ground to establish a team spirit in LACRALO. We should also have an organization based on empowerment and leadership within the RALO. We need to take on responsibilities. We need to have original perspective on diversity and have a series of metrics for the assessment of goals in the RALO.
Rodrigo de la Parra:	Thank you Sergio. Let's wait for Sergio's idea to appear on the screen. Now, group number three, Raul.
Raul [Bauer]:	To promote participation we do overcome the language barriers and also possibly what could happen is that ICANN could fund training for persons to learn English. Don't try to focus on all the different ICANN policies, just focus on a few issues. And regarding the policies have like a summary of policy so that you have a summary of what the problem is and various solutions regarding those policies. And one more item for promoting participation, actually – no, that's it.

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Rodrigo de la Parra: Okay, let's wait for this idea to become complete on the screen. So let's move onto the next group please. Now, I will make the person who is writing it be in trouble.

To make sure that the viewpoints of the members are represented and respected to promote dissemination and information better translations, especially for emails, I have already said that. The need to have a consistent ematch in the face to face meetings and teamwork. Offer basic language training for members. That's it.

Thank you. Next group please.

Male: Thank you, coming out of our discussions like some of the other groups we would like to see a greater effort in supporting multi-lingual features within LACRALO and we'd also like to see LACRALO disseminating ICANN procedures and policies, and also doing some distilling. There are many things at the ICANN level that are important to LACRALO, but we believe that it should be broken a little better in terms of what affects us in the short term, medium term and long term. Thank you.

Rodrigo de la Parra: Thank you, next group please.

Male: Our conclusions are the following. In order to get more participation in LACRALO, we focus mainly on two areas, training on the one hand and planning on the other hand. For training we believe that – training new leaders within LACRALO is important and that they should be supported and accompanied by the current leaders who are well-experienced.

Secondly, we should have a group of experts on each topic addressed by ICANN and their knowledge should be extended to the ALSs so that they can disseminate that knowledge to the user's communities in each ALS, and from the point of view of planning, we believe it is important to have a strategic plan in place and this strategic plan should foster to a certain extent, participation of all members, so that when you follow up participation, you get as a result the accomplishment of the goals set in that plan. Thank you.

Let's give Matt some time, thank you Matt.

Male: Thank you very much. Well, as a matter of fact, we have two suggestions to make, first we focus ourself in training. And within the training should be an ongoing process, it's the third time we repeat that, it should be an ongoing training, through different means, face to face, teleconference, but we have to use our imagination and be innovative in the mechanisms we may use so as to become more professional and to gain more training.

The second suggestion is that perhaps there may be some prizes or awards given. I mean those that have participated may receive an award by traveling to ICANN meetings for instance, with some limitation so that the same people is not repeated over and over again, so as to better promote participation, this is one of the ideas we suggest. Thank you very much.

Rodrigo de la Parra: And last group please?

Male: Last but not least, let's try to summarize the main idea to the first question. We focused more on the fact that we need to find a way to set up teams that address specific issues, because people who join ICANN might not be interested in every single subject so we would have to find a way to deal with that, to have sectors, to have specific working teams in order to achieve greater engagement

so that if we have people especially interested in a certain topic, they can be part of a working group and they can work on that specific issue.

And secondly, it is part of the same question, is it part – we will have time to share the ideas for the second questions, thank you.

Rodrigo de la Parra: Now that each group has presented one idea as in the previous exercise we're going to open the discussion for general comments. I see a hand over there.

Marcelo Telez: Good afternoon, Marcelo Telez from Cetic Argentina. I would like to suggest Dev that it would be cheaper if ICANN may give us courses in Spanish, Portuguese, French, (inaudible) because there are much more languages in the regions. They speak these languages, and this is one way of respecting diversity. This is what I wanted to say.

Rodrigo de la Parra: Thank you very much, any other comment, yes, please?

Sergio Bronstein: Sergio Bronstein from Internauta Venezuela. I'm really concerned about not knowing because I have not read the documents that I'm aware of, what are the problems of the users of Venezuela – sorry, the internet uses, the different categories, lawyers, end users, researchers, so as to start creating hierarchies, defined policies, implement these policies and then put the sections at the very basis of the society, a basis of end users to LACRALO. Because otherwise, I think that end user association represent from their small world, envision what they think are the problems of that world. But really we don't have any shared division of those worlds, and we do not have policies.

So in terms of participation, I think it over and I saw what is the idea of coming to a meeting where what I saw in fact is a large problem to be solving common

[angers]; speaking about procedures and language and now what do we have to do with that language and those procedures. Thank you.

Rodrigo de la Parra: Thank you very much any other comment.

Male: Yes. I would like to reinforce the idea of [Giaverto] based on the importance we have as a management tool. And this is to summarize some ideas, because from this diagnosis, what we have done in fact is to survey information, we have identified what LACRALO and any other basic of our organization has the strength, weaknesses, opportunities and threats so perhaps it was discussed before, but it should be valuable to design a plan that may help us project an activity or a tool through a year, an activity or program so as to have a clear focus and to be able to incorporate after diagnosis to close the gap in terms of the language gap.

Perhaps it would be as Roberto says, it's good to have an incentive policy, it may be something that we are to blame for my participation in the conferences for instances, so perhaps it is possible to create and not only in my case but in some other examples but perhaps it's valuable then to identify why that either there isn't an incentive in terms of participation, and 50% of participation, if there had been ten conferences, ten meetings and you have participated in six, well you're aware of the subject so perhaps not everything should be discussed at the same time here.

So then we have to be kind of an expert of a certain area to be focused on one area and I think this of course takes place because over the experience of the person that have come along for instance, Carlton may give advice to a group of ALS, or perhaps some other areas may receive advice by Sergio. So this would be part of the targets, or part of our goals within that strategy plan. I think that working group should create that strategy plan. Now on intervention here and then over there.

Fatima Cambronero: Thank you very much Rodrigo. My question is the point of language barrier is this an excuse for a RALO or not? What do we think about what APRALO did with a lot of islands or spread about a large area of AFRALO? What countries that have up to 42 local languages. What have they done to work together and create a RALO. We have mostly three languages in our region. Is that so much difficult to understand each other, because it's three languages, so I think that it should be simpler.

Rodrigo de la Parra: Carlton.

Carlton Samuels: Thank you Rodrigo. I wanted to say three things. The first thing and probably I should say by way of background that I teach, that's one of the things I do. And these days students, they come to you, you spend 36 weeks teaching and the only question they want to ask you is what's coming on the exam? That's it. They just want to know what's coming on the exam. That is the most depressing thing to me. Because it tells me that they really don't care what I've been standing up saying and teaching is a performance art. You perform, and it is doesn't strike me as just – it bruises the spirit.

There are a couple of things that I hear this afternoon that doesn't sit well with me. First of all, the people here are supposed to be representatives of other people behind them. And what is required of them is for them to learn enough so that they can take it back to the people they represent. And time after time I hear this theme that somebody should tell us, somebody should let us know, somebody should, somebody should. No! You should! You have to make the decision to learn. You have to make the decision to read. You have to make the decision to ask questions. You have to make the decisions to become an expert in an area, not Sergio, not Sylvia, not Carlos, none of them. You have to do it.

You have to pull. There is too many chiefs, you want more Indians. That's what you need, that's the first problem.

The second problem is the constant thing of saying language is a barrier to participation. I do not agree. I do not agree with that. First of all, you have to understand two things. If you participate by putting your thoughts on a subject in the language you speak on the Wiki, what it does is commit others to at least try to understand what you're saying there. The good thing is the tool allows you to translate fairly easily, that's possible. So that I don't agree.

If you take the case, and I'm glad Fatima brought it up of AFRALO. In India, alone there are over 60 official languages, 60. If you look at the variants of Chinese language, what we call Chinese language, add another 10. Then talk about all the other languages from the stands, Udo, and Afghani, and all of them. You're talking about hundreds of language. What they have committed to do however is to work in one language, take the case of the Europeans. The Europeans also have multiple languages. If you listen in on an APRALO meeting, it's conducted in English, not because they love English, but because everybody believes it's the best way. Here is what it is that bothers them, and they ask me this all the time. The people you are dealing with are professionals, they are well educated most speak English.

We all don't speak English perfectly, and I always take the case of Carlos Aguirre, I have the greatest respect for him, because when we started in this thing, his English was yea much, and within a year sitting beside him, all the time I sat beside him in meetings, because he would turn over and he'd ask you in Spanglish, what they say? Don't agree. I was interested in hearing what he thought, the idea, and even if he could not express the idea perfectly in English, I always got what he was trying to say.

And I see him progress to the point where he can go, I went to a GNSO meeting and I heard Carlos speaking in English to the GNSO, I was impressed, Carlos is speaking directly English in GNSO. You know why? Because GNSO does not enough of translation. He stepped up to the plate. That's what it is. He is a

GNSO counselor and he is having full participation in GNSO, and you know why? They're not cutting him any slack inside there, and if he wants to participate, he has to do it on those terms.

I don't mean to denigrate the use of language, please understand me, because I was in the forefront of fighting for English translation and English interpretation in the LACRALO. We were the first out of the box asking ICANN to provide those services. So I'm not resigning from that position at all. The original intent of that, however was not for it to be a working language. It was to provide information to the edge, to the people that we represent. That was the rationale for it. Because we were under the assumption that if we did not provide documents in the [lingofranc] of the ordinary people, not the representatives, but the people who we represent, we would have a harder time getting them involved in it.

That was the rationale for our fight for English and translation. We wanted the translations to be up so that when we go back to our communities, we could say by the way, if you want to hear what was said in the language, go to the website, pull down the recording, it's in Spanish. You can – one of the things that early on Sergio, I found out Sergio was doing radio shows in Argentina.

And I remember the first thing he said to me was he sent me a note to ask many years ago where our translation was, and I thought why would he want the thing in Spanish. He already was there, he knew. And he said to me he wanted a piece of it to play on the radio show. And I thought that's exactly what it was intended for. He's using it exactly the way it was used. So I am saying this to you, because the issue of language is a wider implication for all of us.

It is for us to understand that it is a cross-cutting issues, and yes we need to embrace it, but we are using language to make excuses, and as far as I'm concerned the time to stop that is now.

The final thing, it is always a good idea for us to reflect on change as we forge our way forward. But we must keep a couple things in mind. The mission of LACRALO has not changed. Mission has not changed. It is the same mission.

The mission is to represent the views of ordinary internet users in Latin America and the Caribbean through the policy development process. That portal into the policy development process is the ALAC, that's what it is. We are only three or two of 15, two of 15 on the ALAC.

That means if your view must prevail you must be in a position to influence others, that's where the trick is. That's where the meat is. We have to be in a position to go to ALAC and influence 13 other persons who don't live, or should say 12 others who don't live in Latin America and the Caribbean region to our point of view, so it becomes a part of the policy framework that is names and numbers. That's the challenge. It has not changed. It didn't change when we started in 2006. It is the same now. That's what the focus ought to be. Thank you very much.

Rodrigo de la Parra: Thank you Carlton. I'm going to give the floor to the Cintra, Sergio and Roosevelt, please. So let's take those comments, Cintra?

Cintra Sooknanan: I don't know whether to agree with Carlton and Fatima or not. I can't speak for end users as to how difficult it is. I just know on a meeting that sometimes it is – it's in seeing the kind of translation or interpretation that gets sent to us, I can't make heads nor tails of what is being said, and what point is trying to be made. And it doesn't help us find consensus. So I want to make that point and as well I do think that this is something we need to look at if we are promoting individuals as being members of LACRALO.

Because if we can't do it for organizations, how are we going to really ensure that individuals can come on board. Thank you.

Rodrigo de la Parra: Thank you, Sergio please.

Sergio Salinas Porto: Thank you. I was listening to Carlton and I feel bad sometimes when I have to disagree with his thoughts. But I believe that he's right in some aspects, and in others I have to agree with Cintra. I believe that when we talk about translation, we are just talking about emails and I don't think that it is a good idea to stop having interpretation in Spanish in conference calls just to give them in English alone. And I think that Carlton is not suggesting that, but I need to voice out this, anyway my friend.

The incentives that was raised here and this is my personal opinion. In my case, the award or the prize is found and the possibility to defend the internet users. If I have the chance to stand up for those users or to put a stop to something that I think that is against the users and I'm succeeding that, that is the big incentive that I can have as a participant, as a member of LACRALO. And I believe that it is our mission as an organization to bring the voice of users to the ICANN.

Anyway, you can promote that kind of systems or incentives, it is not wrong for ICANN. Maybe ICANN could give some training on languages, it might be even cheaper than other things. We can have online training, I'm studying English and I'm doing that over Skype with my teacher who is on the other side of the country in Argentina, because we 1,600 kilometers apart from each other, and I'm doing that. So I think that we could find some online solution within ICANN to do that.

And I think that we have a serious problem within the RALO in terms of communication. That is why we are making so much emphasis on internal and external communications in the world of ICANN. One thing is to communicate what we do within the working groups or the production of a statement in order to discuss with other constituencies the topics that we discuss here that undoubtedly when we need to communicate with one another it is there where we start seeing some failures that the team is not working. And when we talk about the team, we are talking about a soccer team. So if it this good in

(inaudible) it is almost like a gang of thieves, but if we won the matches because we acted as a team.

And here we are disorganized. We cannot put our ideas in order and that is what prevent us from having our own production or as much output as we would like, and there are many people who are sitting here who are participating in different areas, but we don't see the deliverable or an output as a result of a collective effort here. So we need to change our participation here and let us start seeing what happened in Barbados and in Argentina, what is happening with the users from the southern-most point of Argentina and Australia to Barbados or St. Martin or any of the Caribbean islands and see how we can come up with one single view that encompasses the problems of all the users. How the work of ICANN can have an impact on them too. Thank you.

Rodrigo de la Parra: Thank you Sergio. And then Roosevelt to conclude this round.

Roosevelt King: Roosevelt King. I've been listening to Carlton, then hearing Sergio. I would agree that language is not really the problem. I was even wondering why Carlton took so much time to dwell on it. Maybe because as he is saying it has been banded as an excuse. I think the real problem is structural. Like for example, if you walk on these streets in Barbados and anybody who is ICANN, they probably won't tell you. We have a lot of experts in the field who if you ask them what is ICANN, they can't explain to you exactly what is ICANN, and they say it's where you get numbers from and names.

For a long time, and this is my experience, because Carlton will tell you that I was here for quite a while and then everything started to drift away from me, and I think that those who actually got involved started to run with the whole thing and leaving too many people behind.

If you asking about participation you really can't participate unless you know what is happening. This is like me going to Brazil and say well let's play a

cricket match. But you cannot play the cricket match, because Brazilians really don't know how to play cricket. You got to deal with the rules first.

They may stop and watch and they might watch and say "[Oh, Gary] is hitting a shot, oh, good, that's a nice shot, it's gone far," but I mean appreciation for what cricket is will not be there, but they don't have the feeling for the rules. They don't hear anything about cricket. They don't hear cricket commentary on the radio, and I think is the exact problem we have in terms of ICANN, LACRALO, however you want to term it, not sufficient information and not sufficient translation of the jargon, the technical jargon.

I sit down and read 200 emails and at the end of reading 200 emails of exchanges I still don't know what's going on. Because of the most exchanges is in technical jargon. And I think that what ICANN needs to do is to create a presence, or LACRALO to create a presence to brand an image, to let people know, I mean small things like bulletins on all the activities as we had suggested there. But more than ever what is needed is a structure. A structure to involve the end users.

If we're talking this is an end user's exercise, I think we need to make a greater effort to reach end users, and reaching end users and just saying come and join ICANN, come and join LACRALO, come and be an Oz. They're not going to move, they're not going to – and that's my experience, they have not budged, because they don't understand what being an Oz is. And I could explain maybe half of it, but the other half of it that may be critical enough to get them to actually join, that information is not there.

And it's all right to say about okay you can become the expert, but you become the expert. I could become the expert, but then if I am not in a position to pass on the information to get people to understand, to get people to act, to get people to feedback, well then I think we kind of lost the mission as far as that is concerned. So no, language is not the problem.

The problem is that we need a structure to be able to involve the stakeholder, the diversity of the stakeholders and to get them in a kind of an easy way to be able

to feedback into the LACRALO and the ICANN, and then as you say once you get that feedback, you can then start to deal with the policy issue, because right to deal with policy issues would be a set of people who sit down and imagine well:, "This is what should happen." There's no evidence that you are getting from end users coming back to you that you can sit down and carefully analyze and say "This for sure, that for sure," no. It's just not there. So is a question of structure. Thank you.

Rodrigo de la Parra: Well, thank you very much. We will conclude then this part of this exercise and what we have to change so far is gather a list of ideas regarding the core idea about the future of LACRALO, its operations, so we have here suggestions, critiques, inputs and the next question is what are we going to do with all this. So we have this list right now, and now, we're going to discuss about the suggestions and the inputs of all of you about what we may do with all the suggestions. Do you anything to say Elad?

Elad Levinson: I think that the concern that some of you may have is these are very good ideas. There are many, many different points of view that are being represented and I wouldn't, if I was LACRALO member, I wouldn't want to lose the flow of these ideas. And so what we're asking from you is what would you propose to do with what you just produced? How would you take it forward?

An example of it might be that it would become a subject for a monthly meeting. Well, I'll just leave it to you. So what we're going to do is just take suggestions from the general floor, just raise your hand and propose something, and then we'll end at three, so we have about 15 minutes within which to do this. So who would like to start?

Female:	I would propose first of all to answer the second question, because I think much more things will feed the work we are doing. We have just given an answer to the first question, but what about the second question.
	The second question was not answered. What is actually working? And what is actually not working at LACRALO? So I think that would give us a clear idea of the situation so as to make decisions about the work ahead. This is my suggestion.
Elad Levinson:	Thank you for your noticing that. One of the things that Rodrigo and I have been dealing with is, when to cut the discussion off and when to move forward. And we did not want to cut off the flow of discussion, so the question of what is working and what is not working is something that you would have to have as a discussion topic for a future meeting, not today. But that could be something that you would say well, let's do that at one of our next meetings. Let's have a discussion about what's working and what's not working. There's another hand.
Male:	In fact, I agree because if we are going to say right now what has been discussed so far that would be incomplete. So from what I heard, there are lots of answers of what we shall do but we will have the answers, one after we have heard all opinions. So this is not consensus because each of us is going to give our own idea. The idea is to reach a consensus, and this is one of the failures I think that we are saying, or one of the things that is not working. We are not showing consensus, we are not reading consensus.
Elad Levinson:	What else?

Male: To support this dynamic, I understand the comments but we would like to have something to conclude with the meeting and to have a comprehensive idea. So to defend the methodology whilst to work in both questions, I would have thought that that was correctly transmitted. Certainly we do not have much time, but we may do the same if you are willing to.

So why don't you suggest what to do with the work ahead, and if you are efficient and short and sweet of what works and what does not work, then we'll give an official for the whole group. It's important to understand that, but it's important to have a closing in this session.

Male: It's really complicated when you ask about participation and then you ask us to conclude in two lines, because of these things are those that will want to be discussed. I understand what Carlton is saying, I'm going to be a very good pupil, a very good student, so that when you propose work, you have to respect what you said, because you have asked about two questions, and then the main speaker, and the second speaker you have asked for two questions, but then you receive only one answer. So I do not understand the rules of the games. I may understand and I may learn, each of the rules of the games including in theWiki, so as to apply them in the next meeting.

Male: I apologize for not being clear, but I think – I said it was about the two questions. No, what Marcelo is saying as far as I understood is that before you take the floor, three questions were posed to us. So each group has to work on the three questions, and certainly the open theory was about only one. The second two questions will be discussed after the break, then it was you who took the floor, gave us two questions, we work and discuss only one, so we are making a comment about the failure in the strategy, about the dynamic of the group.

And perhaps we should learn [better] to correct it in the future, but in fact we as participants feels like confused, because what is the reason we're wanting, we do not know, which will be the impact of what we are doing. So really we are thankful for being here, but we feel we are not carefully listened to.

Elad Levinson: … about not being carefully listened to, I'm not sure about that. But I would say it's my failure in terms of the planning for the time. So when we had three hours, I was overly ambitious in the number of questions that I proposed. And as we got into it, I realized that I didn't want to cut the discussion off from number one, because it was going so well, and then it kind of ran into question number two, which then cut off number three. So that's my fault.

What I would say though is that if you were going to extract something to learn from this, it's that when you plan an agenda, it's very, very difficult to know how much time to devote to an agenda item, especially when you don't know the group, and especially when you're in a virtual environment, and trying to do it on the phone.

Fatima Cambronero: Often times we have been very clear on the fact that we thanked for help, but we didn't want anything to be imposed on us. So we are asking you to let us answer the questions, we are still wasting time, because I believe that all of us agree that we want to address the second question, and you should take that into account.

Elad Levinson: I think I might have missed the point. Are you suggesting that we go beyond three o'clock? Is that right? I thought we had a hard stop at three. That we had to finish at three. If we don't, then I'm willing to be here until five. So you tell me what you want. Jose?

Jose Arcé: I believe that we have another meeting, but at a later time, so it would be very good if we could devote some more time, we could stay here some additional time, in order to complete the exercise. So thank you Fatima for bringing this up. I believe that there should be consensus and we should all agree to stay. I second that motion and I believe that we can stay here for a little bit longer to complete this exercise, because the output so far has been extremely valuable for the region.

So we can cover all the questions, it would be even better. So do you all agree, could you please – can I have a show of hands, do you agree that we stay for a half an hour more or 45 minutes more after three o'clock? Please raise your hands if you agree to stay beyond three o'clock. And if you don't agree of course we –

Elad Levinson: We have pretty close to a consensus. If somebody has to leave, we understand that.

Male: There is a meeting at three o'clock for the new gTLDs, okay so we won't be able to reach any consensus then.

Elad Levinson: How about if we do this. So let make a proposal. So it's ten to three now. How about if we go until 3:30, so we have 40 minutes, and we'll devote 20 minutes to the question.

Carlton Samuels: So let me just jump into here. I think it depends on whether this room is going to be taken. If it's not taken then the new gTLD is a working group and well some members might be part of the working group, but it's not going to be a deal breaker to extend, it doesn't matter. I mean we can follow through the

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email, and I don't know how member here are part of the new gTLD working group, but a handful are, I guess. It will be up to them to choose.

Elad Levinson: Thank you for the clarification. So what we're going to do…

Matt Ashtiani: I've checked the schedule. The room is open until 4:30 however this schedule may not be updated. Perhaps somebody has already registered with the meetings team to use this room during the open session for another group. So I can try to do what I can to see if it's still open. I'm going to need a few minutes in order to do that. I'll run to the staff room and run back.

Also, I've put up the At-Large meetings page as well, as Jose said, there is the new gTLD working group, which is a working group from three to four, and then there is the IDN working group from five to six. But Elad cannot stay past five I believe that's what he said. So perhaps if everyone wants to wait two minutes, I'll run and see if it's available. Is that okay with everyone?

Elad Levinson: So we'll take two minutes, stretch and then we'll have the word, okay, thank you.

Female: Before we break I just want to say that I'm sorry that I'll be absent if you do extend, but I believed I shared with that working group and also has some input and also has some input there, so we'll both be absent. Thank you.

Dev Anand Teelucksingh: This is Dev. I wholeheartedly support extending the time because I think this discussion is very valuable.

Male: I agree with Dev.

Rodrigo de la Parra: If you want you can start putting on paper your ideas or suggestions, you can take advantage of this few minutes we have.

Female: I'm sorry I cannot hear his suggestion, he's not speaking into a mike.

Male: There is a suggestion from the floor, and I'm going to repeat it. It is a very good suggestion. We have very little time and we want to listen to all of your ideas, so please try to be very concise. Try to be as concise and straight forward as possible. Thank you.

[background conversation]

Elad Levinson: Okay, we have this room until ten after four. So we can continue now. So if you'd come back and find your places please. Okay, let me just repeat the question and to give you a tool. So –

Female: Sorry, but I think we want to answer first the second question.

Elad Levinson: Yes, that's the question I was going to repeat.

Female: Okay, sorry.

Elad Levinson: So let's make sure that we're all answering the same question. So the second question was; what's working and what's not working with regard to full participation? So let me just repeat it. So what you're going to be working on is what's working? What's not working that leads to full participation or doesn't.

So here's a tool, here's my suggestion is that you first brainstorm things that are working. So start on the side of this is what we think is working. Don't go over to what is not working until you finish that list. And then when you've completed what you think is working, then go over to the second, which is what isn't working. Yes, please.

Female: We've already done that. We've already done that, we have already answered the question. Now we have to speak them aloud or to read our conclusions because we haven't answered that question in that way.

Elad Levinson: You've already answered that?

Female: Yes.

Elad Levinson: How many of your small groups already answered the question what is working, and what's not working?

[background conversation]

Elad Levinson: Oh, okay, I'm sorry, all right, good, thank you for clarifying. All right, so Matt, when you report on this, would you divide the page into two, and on one side what's working, the other side what's not working? Okay? So when you report

now would you start with what's working? Okay? So don't go to the other side yet, we'll make sure that we get that in a moment.

So what, in your opinion is working? Who would like to start? Who would like to raise their hand and say this is what we think is working? Please.

Male: Among the things that are working, we have to highlight the translations in the conference call, the organization of this event, so that when there is a general wheel organizers and participants, there is a motivation to participate to overcome the barriers or the obstacles and to reach a common understanding on what this meeting will be held for.

Male: The point is we decided this otherwise. Can you be slower, because it's being captured so they need time to type it in.

Male: In fact, what we did, we decided to say that if we decide what things are working, it will take one hour, but if we first say what things do not work and then we highlight what is working, the things that are not mentioned is because they are working, this is the criteria.

This is why we're not including so many things in the list. So if we say this is not, this is not, that does not, that does not, and we are highlighting, what is working, the rest, because it's working. This is the criteria we have chosen. I don't know what has happened with the other groups.

Rodrigo de la Parra: We highlighted the tools we have that the meetings are working, the email and the work of the working groups and mainly the face to face meetings like this one, they are highly appreciated, because they are very useful. Sergio please?

Sergio Salinas Porto: We have prepared a list of four points, four points that are working at the RALO. First is problem solving, this is why we're here. Second is we have a large amount of significant leaders in the regions that are really committed to participate at the RALO.

There are individual capacities and individual skill each organization has shown that these abilities, these capacities may appear so that the RALO may work as it should, and there are lots of ALS that have a territorial base on the end users so that the outreach on certain subjects that are being discussed by ICANN will have a significant impact in our region and this is something to highlight. This is it.

Rodrigo de la Parra: Thank you, Sergio.

Male: It was really kind of difficult for us to make a list of things that are working, apart from tools, leads, calls, meetings and all those kinds of activities. We made a summary, something that is positive and is working. It is clear in this example. When as a network or as the LACRALO we propose ourselves to do something, this is then, and the example is this event, this meeting we are having because we have pointed out that it was approved one month ago approximately, and the members that really participated actively in this activity in just one month, 30 days, they scheduled this event and the meetings and the workshop, these working sessions. So to summarize I think that it works when we propose ourselves to do something.

And finally, we are able to understand each other, apart from any discussion or different opinions, different viewpoints, because this is part of the discussion, each of us has its own opinion and we should reach a consensus in the end. But a clear example of a thing that works at LACRALO is that when something is proposed with clear objectives, with clear goals, it's done.

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Rodrigo de la Parra: Thank you very much, anybody else? One hand over there and then the next.

Male: Okay, we discussed this one it wasn't really mentioned, this is basically an intangible one whereas the spirit of commitment of the LACRALO ALS representatives to solve problems that are peculiar to each ALS basically, so we represent different territories within the region and we have peculiar scenarios to deal with, but I believe everyone is committed to the task to resolve those issues.

Rodrigo de la Parra: Thank you.

Male: Well, some things are repeating time and again and I may say as a witness to evaluate the impact of the decision of ICANN on final users. This is it.

Rodrigo de la Parra: Thank you very much, Jose.

Jose Arcé: We want to point out some things regarding the topics or the things that are not working and I want to make it public so as to think it over. LACRALO in fact has no short, medium and long term objectives because not a clear statement of a mission vision, there is not a shared criterion in that respect. Then within the first communication of the people getting into the region fails because many people don't know what LACRALO has to do. So the very first communication fails. And then the situation doesn't come clear.

Elad Levinson:	Hold that just a second, Jose, excuse me. I think we're on the side of what's not working, let me just quickly check. Is there anything from any of the groups that's on the side of working that we want to add before we do to what's not working?
	Okay, we're now moving over to what's not working, please continue, Jose.
Jose Arcé:	We have spoken about the translation of the least, that there is a lot of confusion and it should improve, problems in the teleconferences regarding the interpretation because sometimes there is some confusion, so we have to find a way to see how we can solve that and the person is listening to try and analyze whether it's listening properly or not, or understanding the things that should be understood or not, and with respect the failure in the communication of their first contact, we can see that people are not clear about how LACRALO operates in terms of structure and function.
Elad Levinson:	We did not record the first item that you put up, so if you could just repeat that so that Matt could put it up.
Jose Arcé:	I'm sorry, Matt, because I was going too fast. The first item was that in our discussions we have realized that we do not have a mission and a vision statement as well as short or long-term goals that are clearly defined for LACRALO.
Elad Levinson:	On the side of what's not working, who would like to list one? Please, Sergio.

Sergio Salinas Porto: Thank you. We have written down some bullet points that have to do more with everyday issues except for a few items that might be shared with the (inaudible) group. For us one of the things that is not working is the translation of emails and we have said this several times throughout this workshop.

Another thing that doesn't work is that we not a team, I have already raised this before, there are no documents in which RALO has to issue a decision in Spanish or in Portuguese. We only have them in English and in pdf. So it more difficult for us to participate and to make the RALO work properly when communications are a single way communication and not two way communications.

If this could be different if the pdf documents could be translated that would make a difference and would improve the operation of the RALO.

Rodrigo de la Parra: Anybody else? Yes, please go ahead.

Male: I'm sorry, internal consensus is not working which results in non-effective communication. Feedback is failing when it is – because it is not being given when it required, in many cases there is no compliance with the current rules. And in some cases there is no respect for some other people's opinion. The Wiki is very complete in terms of information, but it is not easy for users to find it, because from the Wiki itself, you are taken to several documents in the web, and then you go through many parts. As we all work that takes a lot of time from us, and that is a problem. That's it.

Male: We believe that what doesn't work is the following. I go back to the first question, I believe it is important to promote and to disseminate not only among LACRALO members but also an entire community to promote all the things that we look at. So I think that there is dissemination fund that is not being utilized

or taken advantage of or maximized in order to have effective dissemination and communication of LACRALO.

I also agree or we also agree on the point of communications with the mailing list. Personally, what has happened to me that because of the translation I feel limited to participate, I cannot participate because of the way the content of that email has been translated. So I believe that is something that is not working properly. And probably one easy solution because I work with different networks and I am part of different mailing lists, would be have one single mailing list without a translation, that could be very helpful for us.

If I send an email to the mailing list in Spanish, then the email will be received in Spanish. And those members who cannot read Spanish will have to find their own way to get that email translated. The same applies to English. If I receive an email in English and I don't know English and we have examples in this session because of the Google translator is being used. So I can find my own way to translate that email in order to understand it. So I believe this is an easy to implement solution for the mailing list situation specifically.

And we discussed that on certain occasions the appointed officers sometimes go beyond their roles and the decisions they make sometimes are not consulted with the ALS members, and I think this is a line that the previous colleague said.

Roosevelt King: I'm not necessary as a criticism of anything, but what is not working is the gathering of feedback from users, end users. That is definitely not working. But I mean you've got lots of suggestions. I'm not sure how you're going to deal with this. Are you asking for suggestions as to – okay.

Rodrigo de la Parra: [Ruford]?

Male: I would like to take this opportunity to insist on the need to have a strategic plan in place and secondly, it might be the case that the problem with communication is not being properly identified or sufficiently identified. There are many experts but what we need to develop is some sort of technical secretariat that could have a person with the skills required to arouse the interest of somebody who would like to participate in the work.

I understand that we have different fields of work in all the RALOs, we are in a globalized world and more or less all users have the same needs. Perhaps the needs of the users in Peru are not the same as those in Spain, but we are all the same, but we are different at the same time. So what can we do in that case? In LACRALO we have a working group for the region, for those problems that apply only to the region, I'm not sure about that. I believe that the issues that we look at are applicable to all the RALOs.

We are in Latin America so in LACRALO I believe that we should focus on issues that could facilitate communication, but well-understood communication, somebody who can place an idea, another person who receives that idea.

Female: This is a comment that was not made in the group that I wanted to raise it here. I think that one thing that is not working here is the way in which things are being said. Sometimes people are disrespectful when they say something. We have to stop criticizing, and we are being told that we to become trained, but when we make contributions after being trained, we received a lot of disrespect for criticism. So I believe that the way of addressing one another needs to be improved, because you might be wrong, and you might need some guidance because you are wrong, but if the way is through lack of respect, that is not felt as guidance, it is felt as a disrespectful behavior.

Male: Thank you. Let me add something to what Alberto said a few minutes ago. He said that – he talked about consensus. He talked about us failing in building

consensus. I believe that we are failing in making decisions through consensus because it is no use to have working groups if we cannot make decisions.

One thing is to have the working groups, and another thing is to make decisions based on consensus. So I don't know whether it is feasible for us in our monthly conference calls to have a facilitator that could help us take the direction that we expect for that meeting, for that conference call in that case.

Elad Levinson: Are there any others that anybody would like to add before we go to the next point. Please.

Male: Quickly is one that was mentioned before but not in this form, which is no session planning for leadership in the LACRALO, the concern was raised basically that if you don't have that session planning, or information regarding session planning, people want to raise up to leaders – the people who are way ahead they may go ahead and those who are behind may not be educated enough, or if they are willing to be educated, but there is no structure in terms of that process of – you know what was the plan of leadership within the LACRALO.

Elad Levinson: Okay, thank you. So my proposal is that in the last 30 minutes, that we go back to the question, how would you – first of all, what do you want to do with what you have up there in terms of what's working and what's not working.

And then secondly, are there any specific proposals that anybody would like to make with regard to anything that's up there? So for example, we had a couple of people who said I have a solution, I have a proposed solution, I have a suggestion. So we have some people who are sitting here with ideas about what might make a difference.

With your permission, I'd like to make a comment. If I look at the list, one thing that I would want to do if I was a member of this group is I would want to take what is on the side of what's working, and I'd want to strengthen that. I'd want to find ways to increase it, to expand it, to broaden it. So first of all, let's just assume for a moment that there is some agreement that that list is real, or that it's true then there probably things on there that are worth just making sure you don't lose them.

So in strategic planning, one of the things that you do in strategic planning is you look at strengths, which the list of what's working probably are strengths, and then you'd want to figure out how can we make those strengths go forward.

And then in terms of what's on the side of what's not working, my comment is that you have items that are all over, they're all over the map in terms of how you would approach them. So for example if you started at the highest level, then you could say that the two items that are on the list that are at the big picture would be number one strategic planning, because usually the behavior of a group is determined by its strategy. And so there is some relevance to considering what is the strategy of the region and what are the top goals, because then behavior and work follows those goals.

The second item that's at the very high level is what I'd call governance. And governance would include what was raised earlier about consensus building. Because I think that it takes a great deal of skill and training to be good at consensus building. So admitting that maybe you're not as good as you'd like to be, it's probably just a normal part of the evolution of LACRALO.

So those are two high level items. And then there's others that probably link to those in some way and then there are some that are probably another list. But I think that if you're going to come up with a solution or some proposal that you ought to look at it from the point of view of big picture, and then specifics. So that's my two cents. Anybody like to make any specific suggestions about what to do with these lists?

Male:	I agree with most of what you have just said. The thing is that probably we have received poor – or we have a poor image of what is going on, because planning should be done in the short, medium and long-term. We are receiving and our short-term plan, the annual plan has some details that seem to indicate that there is not effective planning, so it seems that planning is not working properly also at the medium and long-term.
	So maybe the solution to this would be that our representatives for instance, the President and the Secretary of LACRALO could participate in planning in case they are not doing so. Because if we take the left column and we don't say – we don't admit that we are getting a poor image, we will never be able to improve those that are on the right column.
	So an internal discussion with LACRALO could lead the President and the Secretary to participate in the planning process and to raise our concerns. And we can shorten the time between those things that we believe that or the gap between those things that are working and the things that are not working.
Elad Levinson:	So suggestions, proposals, solutions to either side of the list. Please.
Male:	I am not convinced of what I'm about to say, but anyway I wanted to voice it out. An idea that might help us build team spirit and more concrete things is to use this meeting to discuss a specific case and see how we interact and how we look for a solution. Something that we could do in the working group if we were interested in doing that. Probably there can be an outstanding issue and we could bring it to a meeting like this and we could do an exercise to see how we can address it as a team and see through that exercise in whether we can complete this list of those things that are working properly and those things that are not working in order to identify our strengths and our weaknesses.

Elad Levinson:	Thank you, so what else?
Female:	With respect to the list, the new list, can you please send us through email this list so as to read again each group, so at the next working session we may bring actual proposals?
Elad Levinson:	Yes. So a proposal that's being made is that we make sure that the list is available to everybody, and that at the next working session that that would be the time when people would come to that meeting with specific ideas about how to work with it. Great, thank you. What else? Anybody else have anything that they would like to suggest or propose? Please.
Male:	So to approve a management tool, perhaps we should consider that creation of a larger face to face meeting at some place in the region. On the other hand, it's important, it's always important when you develop a strategic plan, when you generate a strategic plan, just not to think about three or four years and stop there, but to be focused mostly on the prospective I mean what will be the prospects, where do we want LACRALO to be in five or ten years and from the future, bring it back to the present. So we design the idea LACRALO our dream, a utopia, and then we bring it to present times, and start to build that LACRALO with all the advantages and the disadvantages or strengths or weaknesses to find a way to [debt] LACRALO. So let's think about that LACRALO, let's dream about that LACRALO, and of course within a certain balance of reality that this is my suggestion. Thank you very much.
Male:	I did not want to go further regarding planning that, insist that over time a short, medium term, one, three, five because the general embodiment is changing very rapidly, that I may also say and I also include in the proposal what are we going

to do in three years, five years and during the next 12 months. So in this type of planning, as you said, you start going down from there to here. And every year you review and monitor what you have done. But this has to be tied to the accounting section, because you need zero base budget or a historical budget, we have to define a budget as well. We have to define what we're going to do, and we have to assign priorities so as to do what we have to do in the order that we think is the most convenient one.

So based on the budget in some years perhaps some things are left behind, but the most important thing is we're done, we're achieve, we may discuss this for a whole day, but I didn't want to go deeper, because I propose to speak as short as possible. Thank you.

Male: I would like to make another suggestion for the next working session, or the last working session, so that after taking a look at this list and after enough to what we learn or the information we receive during these days, each of us may think what are the things that we may be committed to? Otherwise, we will be speaking and uttering words but what do each of us do? So let's think about that. Perhaps we do not yet what we may do, but we know our skills, we know our abilities and where we may make the best contribution possible. Thank you.

Carlos Aguirre: This is a system of creating promotional material, a system of getting out information to the general public and as I had mentioned before translating for the end user.

The other thing I would like to suggest is that we could do things like conducting pools or finding a way of asking pertinent questions that would allow end users to feedback information. Because you can't talk about policy if you do not have the inputs from the stakeholders because the stakeholders are the building blocks.

In terms strategic planning, again how are you going to start talking about writing a strategic plan if you don't have feedback from stakeholders. So we need to find a system. I'm not sure if we want an expert, maybe an expert who can extract certain things or a pulse that would be about – and is not just a poll…. Then the user gets the poll, it has to be in a form that is he can understand, and easy to respond to either yes, no answers or something like that. But I think that we need to develop that expertise in structure.

Questions that you can ask if you're looking to deal with the structure would be like how would we get, how can we consult with the general public, the end user? How can we consult with the end user? I think these are the questions you would need to ask in order to arrive at the proper methods of being able to get that information from.

Elad Levinson: Yes, please.

Female: Okay, I wasn't in the room for a lot of the meeting, but I just wanted to make a point of historical note on that. When the RALOs were conceived and created, the idea for ALSs was that the ALSs would be the way to communicate with end users because of the ALSs is supposed to be an organization that has members who are end users and the people who are representatives, they are the ones who are supposed to take that information out and bring information back. And if it is working, then it may mean that those that – there may be need for training of the ALS in that activity, but I don't think that if you want to say it's failing, then you're almost saying that the whole concept of having an ALS as an intermediary between the end users and the organization is a failure.

The previous way that it was done was direct engagement of end users via surveys and poles and elections and so on, and it was determined in 2003 that that wasn't working, and then we came up with this. So if this isn't working,

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then maybe we need to look at why before we say this isn't working and then we start going back to the thing that says maybe the ALSs shouldn't be there at all.

Elad Levinson: Okay, I'm going to take one or two more comments, and then we're going to make an agreement about how we're going to close this, so here and then here.

Roosevelt King: In response to that in terms of the ALSs' ability to promote, first we have to identify the capacity on the ability of the ALSs and able to provide the promotional materials. So hence we can't say that yes, the ALSs are failing, but we need to measure if they have the capacity to produce material – that they know to be foreign to get certain requests made out to ICANN or whatever to get the materials or to provide the correct information because we don't' want the ALSs as going off doing their own interpretation. They need to have the support and they need to know where to access these resources. So I will say probably an internal survey should be done, just a quick answer what are the needs of the members and what are they asking for and do you know where to get them, and just a public re-education exercise or some type of training, quick. And it shouldn't take long to just make sure that all the ALSs are addressing the needs of – or have the ability to consult the information or for the members to participate, to fulfill their objectives.

Elad Levinson: One last.

Male: Thank you very much. I agree with Roosevelt in his previous two opinions. We have a structural problem. I may also agree on the way of interaction with the feedback to the internet end user, but I do not agree that we have to wait until we receive that feedback to start acting. If I have a structural problem, I have to cope with it, and I have to tackle it with several measures at the same times.

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Let's do that, but let's approach the end user in some other fashion. Not only to do it with a plan, but in a structural fashion so there are several measures that should be implemented at the same time, otherwise, we will continue having the structural problem. Thank you.

Male: Well, it's just a minor contribution. I agree with most of the opinions so there is an exercise that was performed at some working groups, they discussed preparing a SWAT analysis so by the next working session I will prepare the SWAT analysis regarding the LACRALO. So if somebody want to join me or is willing to join me, please tell me, or we may do two different SWAT analysis and then we will share the results. Let's do that and then share the results.

Male: I have a question. And don't we have a SWAT analysis over there? There is some things missing, well there's some pieces missing. The idea is to make it complete and to add the things that are missing and using the SWAT analysis metrics.

Elad Levinson: So with regard to how we're going to take this forward, there has been a proposal that's made, that's been clarified. The proposal is that by the next monthly working session that everybody would have read through the document, that is the summarization of what we've just done and that you do three things with the document.

Number one please look and see anything in the document that you don't understand and that you want clarification in. Let me give you an example. If I was LACRALO member, there was an item that was placed up there by Fatima about respect and communication. I'd want to know more about that. So I would come to the meeting asking for clarification about that and specific examples so that as a member I would know whether or not I was being respectful or not. Because right now I just don't have enough data to really

understand how to be different or what to do with that. So come with questions that help you clarify what's on the list.

Secondly, if you have specific suggestions about how to deal with any of the items that are on there, then come with that.

And the third is you see themes, if you see common themes in the material, you could suggest how to categorize them. Like I believe that there are several up there that have to do with communication. There are several up there that have to do with process, consensus building, there are several up there that have to do with strategic planning. So if you come, you could say well, I think that there are a couple of big items that we could aggregate and that we could start working on as an aggregate, rather than working on them as separate.

Okay? So is there anybody here that cannot agree to that proposal? So the proposal is that the next working session, you come prepared. So please raise your hand if you cannot agree to that proposal. So right now, if you do not raise your hand, it means that you agree to the proposal.

When will the next working session be? Is there a working session that's scheduled?

Female:	I have a question here. The document is in English and so what about an English speaker? Google translator? Should we use Google translator?
Elad Levinson:	So the question is that between now and when it gets sent out, could it be translated? Yes.
Matt Ashtiani:	Hi, this is Matt. We'll definitely send this off to be translated by the translation team, but as you can imagine, they're extremely swamped right now with the

meeting, so I don't want to make any promises of when you'd receive it, but I would most assuredly guarantee you that it wouldn't be until after the meeting.

Elad Levinson: Until after Friday, until Saturday or Friday.

Matt Ashtiani: Yes. In the meantime, if everyone has to have it, I'll send it to you in English if you want, which I think was actually one of the suggestions of somebody on this team, that's not a problem, mind you. You should probably let me read though it first because I've been typing and not necessarily paying attention to what I've been typing. So let me make sure it makes sense before I send it to you.

Elad Levinson: Is there a date for the next working session?

Male: Tomorrow, 4:30.

Elad Levinson: Okay, so that's where – is that when it's going to be brought up at that time? I just want to make sure that if I was one of the members that I would understand that tonight I have to read through this so that I'd be ready for tomorrow morning. Is that you're proposing?

Matt Ashtiani: I'm sorry, can I just say one thing? I'm looking at the schedule for tomorrow. Unless it's changed I see a LACRALO with the ICANN fellows and I see – oh, it has changed, so never mind. Oh, and I see LACRALO capacity building. So I don't see a working session on here, but I've been in various meetings I haven't necessarily been in like a communication with my entire team today.

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Elad Levinson: This is a working session. Today, this was a working session. Yes, please Sergio.

Sergio Salinas Porto: I believe that it is scheduled for Wednesday from eight to nine, could that be? Could you please look at that? Jose Arce?

Matt Ashtiani: That is the General Assembly, not the working session.

Female: The issue is that most of the time has been dedicated to the General Assembly because that was the original intent? Right?

Female: We had a few hours on our schedule for more working sessions but we received a request to devote more hours to the General Assembly, that is why we have more hours for the General Assembly and not so many for the working sessions.

Female: There is a consensus building session on the 14th. Silvia, here? Matt? Wouldn't it be possible to make some adjustments to the schedule or am I crazy by suggesting this?

Male: Without moving the Assembly of course.

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Matt Ashtiani:	I don't think I can actually answer that question for you. I can't tell you whether or not you can change your agenda. I think if that's something that you all wish to do, you should definitely have a conversation with Heidi.
Elad Levinson:	So it seems to me that you have two or three options. One option is that you table the continuation of this discussion until after the ICANN meeting is complete and that you pick this back up again in the next monthly meeting that you have, that's one option.
	A second option is that you take some time from the General Assembly and you continue this discussion as a working session.
	So I'm just throwing things out. I'm not advocating, I'm just trying to summarize what I understand. Please, Sergio.
Sergio Salinas Porto:	I insist on this. If there is consensus in order to make some changes that would be great. But a General Assembly should not be touched, because we also need that time in order to solve some other problems. So I think that we can make changes to some other sessions, that we can be more flexibly but not with General Assembly.
Matt Ashtiani:	May I make one suggestion? We have the LACRALO Costa Rica events mailing list which everyone here is a part of. If we cannot come to a decision right now, due to the need, at least on my part to talk to my superiors, then perhaps, Jose, Dev and staff can go have a conversation, send a proposal to the mailing list and that might be one option to move forward.
Elad Levinson:	Yes, right here.

Carlos Aguirre:	I agree with Sergio that we really shouldn't touch the General Assembly time. I am noticing that there are something like six capacity building sessions. I mean as far as I'm concerned, what we're doing here is also part of capacity building. And could we fill a slot in the end in the capacity building, in one of the capacity building sessions?
Male:	These are all proposals and of course we will have to get organized and look into this. I was looking at the Wiki, and we only have the working session scheduled for today. So I vow to be in contact with Heidi and Matt and because if all of you want to continue this discussion and this work, that is wonderful and I love that this is the case. So I'll do my best to make sure that we have that space and we can all attend that meeting. And Elad's proposal to resume this discussion in the next monthly meeting, that is another alternative, in case we cannot do it here.
	Jose, this is a point of order. I don't know how this should be handled, but it would be good for us to have a show of hands to see whether we are in agreement or whether we agreed to look for other alternatives, yes. Sergio, I agree, but we don't have all the members, because some of them have to leave the room, several members of LACRALO have left the room, so I don't think that we should take a vote when we have some absent members.
Female:	If you allow me, can I take the floor? I would like to add that we need to be extremely careful with the time schedule. Because the capacity building sessions were carefully organized, and they were distributed throughout the week. There was a group that was working on that scheduling, so the capacity building sessions are really there for a reason and we cannot take time from them.

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Elad Levinson: So that we don't lose people leaving the room in trickles, I'm going to make a suggestion. It sounds like we can't come to closure on this as we sit here, so Jose has vowed to continue to look for space over this next week.

My contribution if you should like me to be involved is that other 10:00 to 11:30 on Wednesday and leaving on Friday morning, I'd be very happy to give you whatever time you want, okay? And I hope that many of you will come to the consensus building workshop on Wednesday and I'll see you again there.

So let's close the meeting, agree that we've closed it. And I want thank you very, very much for all of your suggestions and your participation. It's really an honor to be involved with all of you. Thank you.

[Applause]

[End of Transcript]