
MONTREAL – ICANN Academy Working Group
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SANDRA HOFERICHTER: Hello, everyone. I think we should start. We are already five minutes past our official start. Welcome, everyone. I'm really happy and delighted to see quite some people in the room. I have posted today's agenda again on the screen. The first point, tour the table, in order not to lose too much time I would cut it a bit short and just ask for a show of hands according to what I will ask.

First of all, everyone who is ICANN Staff, please show your hand. Then, everyone who participated in a leadership program in the past, please show your hand. Oh, wow. Everyone who participated in a sharing skills program in the past, please raise your hand. Very good. Everyone who participated in the one Intercultural training awareness program. I think that's very good; we have people from all the three programs that have been developed by this academy group here in the room, and I think that's going to make it a really good session.

I think you know me; my name is Sandra. I was, at very ancient time in ICANN the one who brought up this big term "ICANN Academy", although there were some more ideas behind, we have at least managed to develop the three programs, and those we are going to discuss today. Which are the leadership program, the sharing skills program, and the Intercultural awareness program. Since I agreed

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also to share my screen with you, I ask for your patience to share the next.

This is basically the home, or the webpage for the ICANN Academy where you find entry to all the three programs. Today we would like to discuss the development of all the three programs, and I would also like to give you an update on what has happened in the past, since we do not have academy meetings so regularly, and we also have some new people in the room.

First of all, let's discuss about the leadership program. The leadership program is in place since 2013, and we are now heading to the seventh edition. We had only one year no leadership program, but this was due to a shift from what is now called "C Meeting" to what is now called the "A Meeting", because we had always conflicted.

Basically since 2013, every year we had a program, and quite some community leaders have gone through the program, and the positive basic feedback that we get is that it is, for them, so valuable because they get into touch with other community members. However, there's always space for improvement, and I will open the floor in a minute to collect the feedback from those who are here, since we have so many people in the room that have been on one of those programs.

One change that we experienced over the last years, and in particular for the last year that we had to switch or melt down the program from a three day program to a two day program, and this was due to the

fact that the overall ICANN policy does not allow anymore to arrive at ICANN’s meetings a certain number of days before.

We had a program most of the time running with three days, and since last year we’re only having it for two days, we adapted the agenda to quite a certain point and we have, I think we have to limit it. We are not going to go back to three days anytime soon, possibly never, ever. So, we have to deal with the two-day program.

Again, sharing my screen, this is basically the program as of last year. You will see the blue parts are those which are basically organized by the community; well, the community organizes the entire program, together with David, but the blue parts are, in particular, the one that are ran and conducted by the community. We have this welcome session where every AC/SO and SG Stakeholder group is introducing themselves.

We do have someone from the Board discussing the in-depth topics that are before the Board that usually leads to a discussion about Hot Topics. And we have a session about understanding the policy development and policy advice and the common processes, because this is the core of our ICANN work. And we have the orange parts and the red parts that are conducted by David Kolb and his team from Inside Learning.

Those are the parts that look more into the soft skills, and to handling conflict, understanding cultural differences and listening and all these kinds of things. These parts we are developing together with David

Cobb. Here also we have community facilitators working with us together in the breakout sessions, when we break up in groups of five and doing this interactive work.

This is the program, basically as it stands now. It is, I would say, more or less successful. We get the majority of positive feedback on this program as it is, but as I said, we had to do some cutbacks from last year as well as on David's part, as also on the blue parts. From those who are in the room from the last training program, I would basically ask for short feedback on how you perceive the program now that it's a year away, and now that we have the chance to include new elements, change some things, so I would ask for a show of hand. Laureen, please?

LAUREEN KAPIN:

First of all, I would like to say that the program is excellent, and I very much valued the opportunity not only to engage in the interactive sessions, but also just the chance to meet colleagues in a more informal setting where we could get to know one another outside of the policy debates that often take place. I thought that was excellent.

My observation would be, since you've had to condense the program and likely cut out some things that you would have preferred to keep in, my sense is that there was a considerable time spent on discussing ICANN Stakeholder groups and the policy development process. All that material and information is really made available in so many forums already, that I'm not convinced that it's the highest and best

use for the Leadership Academy to be taking what is now precious time repeating that. There are newcomer sections, the website actually has tons of information.

And I'm sure just within the stakeholder groups themselves there's a lot of information and on the job learning that we all do when we engage in this space. My suggestion would be that perhaps you could weigh the material more towards the leadership conflict skills, how to deal with difficult situations, how to achieve consensus. These are the meat and potatoes, at least for me, that I think are the most valuable. Hearing a lot of people talking at me, describing things that I can already find out in other ways at other times is not nearly as useful.

SANDRA HOFERICHTER: Thank you, Laureen. Alan?

ALAN WOODS: Alan Woods, for the record. Or, even if we have one. I understand where Laureen is coming from and that, and I think as a person who has previously done the leadership program, and as a person who helped with the leadership program last year, I do think that there is a subtle difference between just being told about the stakeholder groups and the PDPs and also just hearing specifically from those stakeholder groups and the ACs and how they view a PDP and trying to understand from a leadership point of view where their particular current issues, or perhaps path forward lie.

I thought that, in the year where I did the leadership program, it was very great to get the understanding of the other point of view, and it made us stop and think. I think that actually added greatly to the concept of the leadership, and that you always have to look at that from other people’s point of view as well. I don’t necessarily disagree with what Laureen is saying, but I do believe that if it is aimed specifically at getting the understanding through, I definitely think there’s still a merit within that particular aspect of it.

SANDRA HOFERICHTER:

Anyone else that wants to comment? Then I would just quickly reply to both of you. Basically, I was just giving Julia Charvolen from the GAC Staff Support an answer, if there is these general things that you find on the website about which stakeholder group is doing what, and I said, “No, this is not on our program, we go a little bit more into depth.”

What I hear from you Laureen, obviously this last program was not really matching what we want because we want to go beyond what’s on the website and beyond the information that is publicly available. I always call it “The Dirty Secrets”, don’t take me too literally.

Obviously, we have to then work out another format of what we ask people to present. That’s something that I take with me that we are very specific, that we are not having a repetition on public, available information. That’s a very good hint, because this is definitely not what we are usually seeking for. Fred, please?

FRED BAKER:

I attended the event in Kobe last year. First observation, your Friday afternoon event directly conflicts with the SO/AC Chairs meeting, which is to say that when we get together to talk about what rubs, or what we're planning to do or whatever, we're either in the training program or we're doing that, so I would expect that SO/AC Chairs would not be in your training program at that point.

The other comment, and this really from the Kobe meeting and not so much pointing at this, I didn't find the How to Chair a Meeting stuff all that useful. That probably relates, in part, to me. I've been chairing something since 1991, one thing or another. So, I've already been over that, I've had those battles. So, for someone who is new to it, that's probably more valuable. What I was really looking for was understanding the SOs and the ACs and what the issues are that they're dealing with.

SANDRA HOFERICHTER:

Thank you very much, Fred. I take that into the same category as what Laureen pointed out; that we have to work on this part, which is basically here on our first program point. This part here; session intro of each AC, SO, SG. I think we have to work on that a little bit, and maybe in combination with the PDP process. I think we are going to take that on board. Now, any other comments on the program as such?

If this is not the case, then I would move over and ask in the room, and you can show your hand right now, but you can also take another hour to think about it, I would ask for a team, not more than two or three people to work with us to implement the suggested changes into the program, and who would be also available to be a community facilitator in Cancun meeting in March.

Community facilitator means it would have been good if you have been a participant already. Let's say that it's a pre-condition that you have been a participant already, and you would then be one of those who are supporting the breakout sessions, when we break up in group of five. You would basically lead those groups, and also helping with the overall organization. You would be required to arrive on the Wednesday before the program, and then the Thursday or the Friday before the ICANN meeting would be a full day engagement for you, and the preparation work, of course.

But preparation is not too much, because we have solid ground already. You can raise your hand now; you can come to me later; that's up to you. We would need three to four, basically one is from the old hands, so three community facilitators would be needed, and if you would have more than three volunteering, we would make a selection based on stakeholder diversity, so that we don't have all facilitators from one stakeholder group. That's basically one pre-condition.

Fiona, and I'm sorry, I forgot your name. You've been in the last program, but Fiona first, and [inaudible], and then Sujata.

FIONA ASONGA: Actually, I was raising my hand to volunteer to assist again, because I've facilitated before, and I think it was quite interesting from also hearing from the participants on the views they come in with. I think my challenge was the travel support, but now that is covered so I am able to make it to continue assisting the facilitation.

SANDRA HOFERICHTER: Perfect, I take note.

UNKNOWN SPEAKER: The name is [inaudible]. Actually, I was part of the program in Kobe, and for me it was quite interesting, and I think I made a mark then that I would like to participate as a community facilitator.

SANDRA HOFERICHTER: Thank you. Point taken. And Sujata, you also raised your hand?

SUJATA SANGWAN: Yes, I would like to volunteer too. That is for me a challenge.

SANDRA HOFERICHTER: We have three volunteers already. We are not finished in line, we will publish the results on the mailing list, and we will make a selection, as

I said, according to greatest diversity and stakeholder diversity is first on the list.

Thank you very much. If you don't have any other comments to the leadership program, I would move to our next program, which is the Chairing Skills Program. This program is in place since 2017, and we had two additions. The first one was a pilot, of course. The second one we adjusted some parts, but we basically followed the concept of the pilot, which was that basically I don't have to talk all the time, David, you can explain it much better than I would. Would you explain our concept of the Chairing Skills Program?

DAVID KOLB:

Sure. This is David Kolb, for the record. The Chairing Skills Program began as a coach led program, with the intent of learning on two levels. One; we worked with a group of community coaches who then received some training in order to coach incoming chairs or existing chairs. They would set up times to observe and provide feedback of how the chairs were doing in physical meeting, as well as on phone calls. That was the intent.

What we found after the pilot and the feedback we received is, even though that was a good intent, it didn't quite work as well for everyone. For some, they couldn't connect with their coaches, the coaches didn't connect well with them. Or, not well, but everybody is busy at a meeting, so it was asking a bit much. So, what we tried to do in the second version of the program was to correct those things and

try to create more space for coaches and their chairs to spend time together.

As that program then, which usually took place over the course of two meetings concluded, our most current thinking on chairing skills at this point is to reconfigure that as more of a content based program of skills that we identify as a group, that are important to new chairs and existing chairs that are, I'll say, in addition to the leadership program. It becomes a curriculum of, "I've been through the leadership program, now I'm a chair, or now I'm an incoming chair, so now I'll take the chairing skills program to help me be successful in that regard."

It would be more of a traditional one-day program. Before the meeting, we're trying to figure out the logistics of that. One of the things we'll be looking for, and Sandra, you might be saying this too, is an internal group to work with me on making sure the design is very targeted and focused on skills that will be useful to those chairs.

SANDRA HOFERICHTER: Exactly, David. That's the point. We figured out that sharing at ICANN is the key element for making a meeting a success or not, so we need very capable and trained chairs, and to be honest, not everyone at ICANN has this ability from scratch, so that's why we designed that program. It was basically a request that came out of the leadership program back in time, in Dublin in 2015, and that's why we started it.

As David said, it was not so ideal from the format point of view. The first edition, the pilot basically went better than the second edition, but we think we should change the format and we would like to develop this program very closely with the community; it shouldn't just be a lecture given by inside learning. We know that we have very specific conditions and specific circumstances at ICANN.

Telephonic sharing is one point, but also how you handle the community with constantly new people coming in and so on and so forth. There are challenges that are, in particular in our community and that's why we need the community to contribute to that program. I open the floor. I saw Cheryl and Satish. And, we have a comment from Harold on remote. So, Cheryl, Satish and then Harold.

CHERYL LANGDON-ORR:

Thank you very much. Cheryl Langdon-Orr, for the record. I'm very happy to help with anything that's going on with the Chairing Skills and the development of any new curriculum. I just wanted to make it really clear; I actually thought that there were aspects of this iteration of the Chairing Skills Program that was very valuable, but there are in fact informal and coincidental, that are almost a product of the good matching that happens certainly with the people I was interacting with. I think there's some leverage and opportunity space there as well.

One of the things, and I note that Dr. Ajay is here and he's been a star pupil, can I just say, he virtually did not require anything, just the

smallest amount of feedback from time to time. He's very proactive. He was very engaged, he made sure that there was so many opportunities for the looking, the learning. There was always closed loops. There was a good communication exercise. That's a reflection of his preexisting skills.

I like the idea of perhaps offering the basics, 101 style building block course, and perhaps bringing more people up in the chairing capacity that are more at the level that we see in the example I was just doing. Then, perhaps assisting or guiding or just being there as a backstop, you know? "How did that look? I did it this way. Did that work?" Type interactions. I think that could work, as long as we don't use the word, "Mentoring," because you know how I feel about that. And we do stick in that sort of coach-y style design.

Just another thing that happened; I had another person who wasn't even one of mine. He Skyped or rang me regularly after a close of a meeting that he chaired that he saw I was in. Just for, "How did that go, what did you see?" I think that's great. So, I think we can do some little stuff that will make this top-class product, without it becoming onerous or difficult to get the time. I'm not sure it works over a too short of period. I think this might be a slightly more enduring relationship after the building blocks is done. Thank you.

SANDRA HOFERICHTER: I get you right that you would propose a combination of what we did so far, plus a 101 exercise?

CHERYL LANGDON-ORR: Staged. Get the basics first, because there's a vast difference between someone who comes in like Dr. AJAY does, with the confidence, isn't nervous, just wants a little polish and fine-tuning around the edges, and someone who is very proactive and that confidence and capability can probably be built in that one day that you're discussing. Thanks.

SANDRA HOFERICHTER: Thank you, Cheryl. Satish?

SATISH BABU: Thank you, Sandra, Satish Babu for the record. I have taken all three programs, and I find all of them valuable. But the Chairing Skills, in my opinion, is extremely important because it actually gives back to the community in a very direct way. They remember the community who takes part in the meeting, benefits from the chairing skills of the Chair. That way it is very useful.

The second observation that I have is the effectiveness of the Chairing Skills program depends quite a bit on the time available for the coach. In busy meetings, the coaches will not have in fact the feedback that I got.

My coach is Sandra, and I know with Sandra coming and sitting in the meeting that I was chairing, and in fact, in the middle of the meeting in Kobe there was an earthquake, so that was part of the whole Chairing Skills and Sandra gave me feedback about it. She said, "There was an

earthquake and you didn't bother about it, you just continued.” That's part of the Chairing Skills, so that is actually extremely feedback for me.

At the same time, I also found that some of the people who were with me in this program did not have sufficient time from the coaches, so maybe we should ensure that people excel because they had extensive interaction, and to go on other people as well, but other time perhaps did not have sufficient time. It would be important to ensure that we have the right coaches that are inclined to support and also have the time for it. Some of them want to support, but they don't have time for it. Thank you.

DAVID KOLB: Perhaps we should include a module on handling natural disasters during your presentation.

SANDRA HOFERICHTER: I just want to share, this was a funny situation; there was this earthquake in Kobe, I remember. It was my first earthquake ever. I looked at the Chair, he said, “That's an earthquake.” Satish. I said, “Okay, he must know. If he is calm, I'll stay calm too.” Honestly amazing. We have Harold on the phone first, and then I'll go to you.

HOWARD LEE: Dear Sandra, the program is excellent. The opportunity was very good to consolidate some skills for construction informed from their

recognition of diversity and scheduled time. I suggest using the most resources, strategies and dynamics. In Kobe we did not use all the slides, and for those who do not come from the academic and communications consulting field, they can be left with a taste to wish for more. I participated in Kobe, and I would like to support staff for our next program.

SANDRA HOFERICHTER: Thank you.

STEVEN DEERHAKE: Steven Deerhake for the record. For the record, at ICANN 6 in Okanagan in 2000 we had an earthquake that drove people under their tables. We're two for two with ICANN meetings in Japan in seismic events and I would encourage ICANN staff when they relocate a meeting in a seismically active area such as Singapore, the whole Pacific Rim, basically, and Mexico coming up, there should be some instructions to the community regarding proper action to take in an earthquake.

People who live in those regions know what to do, people who live in California know what to do, but people who live in Europe and Africa do not know what to do, and it's a matter of serious public safety that that be taken seriously, thank you.

SANDRA HOFERICHTER: I think that's a very good and concrete action item, thank you very much. I was really from Europe, and I would have just relied on others. Totally valid point. Any other comments or suggestions, thoughts you would like to share with us on the sharing skills program? AJAY?

AJAY DATA: I think we have heard enough praises about the program, so the idea is to include more people. I think we are always less in capacity, and more people would like to join that program and we are not able to accommodate more people. I am seeing that evidently ccNSO, we want to send more people, but we have only two seats.

Is there any way we can have more people participating, and can be allowed more people to do it? Especially, and the message as you, as a UASG Chair, we even don't know the invitation, so how do we have some people come in from UASG and participate in that program?

SANDRA HOFERICHTER: Let me ask you; you are referring to the leadership program, how many seats?

AJAY DATA: I'm saying we do, but we need more seats.

SANDRA HOFERICHTER: I think that is something I take to Eyrge and his team to discuss the issue. Just to let you know, we have this challenge this time that we

need to have the final list of participants by next week by fifteenth of November, because ICANN travel needs that much time in advance to arrange all this. This makes it difficult.

AJAY DATA:

What happens is, ccNSO has only two seats for example, so they don't even send three. What I am trying to say is there is only two names you will get, so you will never know that there is more demand, because there are restrictions to send a certain number of people. As UASG I am seeing I don't have an invitation to invite my leaders to send to the Leadership Program, so how do we solve these problems?

SANDRA HOFERICHTER:

One short answer before I give it to Eyrigs is that we also ask for alternates, so we would know if there's a greater demand if we have the alternates, but I give it to Eyrigs.

ERGYS RAMAJ:

I'm not aware how the numbers were decided at the very beginning, but I think the idea is to ensure there is balance in representation. Another question, and it's maybe more for David and Sandra; does increasing the size of the group dilute the program? If you go from, if ccNSO says, "We want one more," I'm sure other groups will say, "We want one more too."

Then you go from a group of twenty-seven or twenty-eight, all of the sudden you have thirty-five to fourth people in a room, and how does

it affect the quality for the learning and the exchanges that are taking place? I think these are all things that we need to consider as this conversation continues.

SANDRA HOFERICHTER: I think we have to really think about how we are also managing, because we might lose people because of the early deadline. If we fill up then we end up with a group that is too small, so that might be an opportunity. If there are no comments or questions on this program, I would also call for volunteers here, two or three would be fine to work together with David and implement the suggestions that just have been made and the thoughts that came up. Volunteers. AJAY, perfect. And Sujata. And, we have a remote comment. There is a comment from [inaudible].

UNKNOWN SPEAKER: ICANN’s e-learning platform could not help to channel and debug properly the most suitable candidates to attend the face-to-face courses. ICANN’S e-learning platform could not help to channel and debug properly the most suitable candidates to attend the face to face courses.

DAVID KOLB: I’m not sure what the statement is referring to, and we don’t use ICANN Learn, which is the online learning platform for any selections for anything related to who comes to the program, other than, “These

are the courses that we offer as prerequisite, as preparatory courses.”
I think I don’t really understand the question or the statement.

SANDRA HOFERICHTER: I understand it as a suggestion to use online Learn for registration purposes and management and so on, but I don’t think ICANN Learn is designed for that. But John, you have an answer on that, possibly.

JOHN LAPRISE: Possibly, it may relate to ATLAS III, because the ICANN Learn courses were a requirement for application, so this question may be related to that, thank you.

SANDRA HOFERICHTER: Very good point. I was about to take notes of volunteers. We had AJAY, we had Sujata as volunteers to develop the program, and if anyone else is interested? Is that a yes, Satish? Perfect, three people. Anyone else? Last call. No, you can come later on and let me know.

Then, regarding the logistics, we can say already that we are aiming, not yet confirmed, but Eyrigs and his team is aiming to get the next sharing program, the one day before the C meeting, which is taking place in Hamburg next year. Because we cannot combine it with the LP, because that would extend too much, so we have to put it into another meeting. We don’t think that’s the worst opportunity, it’s the AGM, it’s big.

Some new Chairs will have already taken the seats, other chairs will remain in their position, so I think we will have a good feedback and good participation on that. The details are yet to be sorted out, and we have now one year very calm to develop this program. We could possibly meet at one of the next ICANN meetings to discuss what's on the table so far, so we are very, very comfortable in time here. It will not happen before a year from now. AJAY?

AJAY DATA:

One more confusion I have here; Leadership Program I understand it is 4th and 5th of March, so if you guys decide to do CSP during that day, are you going to call for nominations again for that, what will happen?

SANDRA HOFERICHTER:

The CSP and the LP are two separate programs. Participants from the LP of course offered are invited to apply if they are a Chair. If they are not a Chair, then they cannot make the program. But the call for the Sharing Program will go out later that year. We have to count back what time we need in order to make sure that they arrive at the right time.

Let's go to the last program that was developed from this working group, which is the Intercultural Awareness Program. It took place only one time. This was in Abu Dhabi in 2016. It was well attended, it was a day long program, and I hear there is agreement across all stakeholder groups that Intercultural Awareness is a very, very, very important thing at ICANN because the differences in culture do

influence on the way we work together, and we should be more aware of the cultural differences and act in an appropriate way. Unfortunately, this program was cut off after budget cuts, and we are, some people have been coming to me and saying, “Can we not revitalize it?”

Eyrgrs promised to speak to ICANN Staff that would be responsible for such a decision, but it is clear that there won't be a huge budget. One idea that is on the table is to do it in this policy meeting, which is also called the B Meeting. This year it took place in Marrakesh. To my point of view, it would make a lot of sense, in particular, the Intercultural Awareness Program in those small regions, because there we are not in the big, International Hubs, but really in smaller regions, where you could possibly feel the culture at its best.

It's clear that, to a great extent, this program must be organized by the community itself, and I do think we have all the skills and all the diversity in our community to do so. We will, of course, have support from David and his team to a certain extent, and if ICANN Staff, Eyrgrs can manage to bring that program back to ICANN, then we could possibly think of a very tentative plan for Malaysia for Kuala Lumpur. And Malaysia could possibly be even a better place because the Asian culture is a very special culture, and it would be really, really good to have this meeting there.

I could also think that we are organizing a dinner, a cultural dinner, on a self-paying basis. We have to eat anyway, and it can be a half-day program, it does not even need to be a full day program, but I think to

a great extent it must be community driven. I wanted to bring that back on the table and ask for your opinions. How you think, what you think, if you think that should be followed up; this idea?

INES HFAIEDH:

Ines, for the record. I was very proud to work on the Intercultural Awareness program with my colleagues, and I'm really looking forward to the continuation of the program, actually. If there are some budgetary cuts, I do understand. I really feel that we should keep it. If it's going to be one day or half a day, this could be doable. I mean, we can do that, especially on the last day, for example.

I don't think this could be very hard to do. I really feel that we should. Last time it was very successful, but I still think that we should update what we have done before and see what's coming up from the community and what other topics they would like us to address, thank you.

SANDRA HOFERICHTER:

Fiona and then Satish, please?

FIONA ASONGA:

Fiona for the record. I think when we first developed this Intercultural program, because I think I was part of the team that did try to put together the first one. When I think about it then, ICANN wasn't where it is today. ICANN has positioned itself more as a global organization, and you can actually spend time in some working groups. Sometimes

you're sitting back and watching the Intercultural interchanges and interactions that happen.

We, as a community, need this program, like yesterday. If there is anything that we should not cut, that we should not interfere with, it's going to be the Intercultural program, because as I observe as new community members come into the community and they plug into different working groups, and I look and I pick a lot of cultural undertones and underplays coming in, so you find we spend a lot of time arguing about nothingness.

Because the language is a challenge to some of us, since English is not our first language, language is a big aspect of culture, and if we are then repeating and going back and forth and opening closed issues, it's like we don't understand we've closed little move, so we are not moving on some issues as fast as we need to.

When you look at it, I think a large part of it has to do with the cross-cultural interaction that happens to build trust to understand each other. We're using English, but we're thinking on our very own Native Languages and that makes communication very difficult.

If we want to really make sure that ICANN is relevant for the global public interests that it's supposed to address, we need to have Intercultural engagements training as a co-part of our skills development because without naming any group, it's really having an impact on group interactions. I've sat as a silent observer and watched, and I think I can write a book.

SANDRA HOFERICHTER: Thank you, Fiona. Satish, and then Juan.

SATISH BABU: Thank you, Sandra. Satish, for the record. First of all, I think what separates ICANN from many other global organizations is the community orientation, and I think to take this logic forward, the Intercultural aspects have to be woven in, or integrated into every aspect of ICANN. From that perspective, it's important to have this program.

Secondly, this program does not really have to inject the aspect of every culture into the program. I see this as more a matter, kind of skill of being sensitive to the different programs, rather than know everything about every culture, which is not feasible. We are equipped with skills that will let us know when we see a cultural difference, and how to learn from that and how to take it forward.

And thereby facilitate interactions between widely diverse communities across the world, that is ICANN. Thirdly, despite this, I do not see this as a half-day program. I would still argue for a full-day program like the one that was held last year, last time. Because even to provide these tools, we still need the basic amount of time to interact. I think one-day is really the minimum. Thank you.

SANDRA HOFERICHTER: Juan, please?

JUAN ROJAS:

Thank you very much, everyone. I was part of the ICANN Intercultural Program in that pilot time. I think that one of the successes of that program was, we have, bringing our own culture to do that workshop, and just talk about our own culture. It was very enriching to everyone.

And yes, I agree, we should keep it, to maintain it and to get alive again, because this gave us an opportunity to know some aspects that other doesn't know about our cultural or countries or languages, as Fiona says, to share with others in a space fully of trust and share with others. Thank you very much.

SANDRA HOFERICHTER:

I saw Fiona, but I would first like to give Heidi the floor, and then Fiona?

HEIDI ULLRICH:

This is Heidi from Staff. I worked with Sandra and the facilitator for that Intercultural course. A couple of things for Kuala Lumpur; I'm aware that there's going to be a GAC Capacity Building Session for the two days prior to the start. Actually, it's the Saturday/Sunday, so prior to the start of ICANN68. I believe that the Intercultural training was at the end, the final day of that meeting in Abu Dhabi.

Perhaps, if there is funding, perhaps a way to hold this would be to hold a webinar a week or two prior, where the facilitator would set out what to look for, etcetera, then during that meeting, you could

observe those kinds of interactions, and then in that last day, whether it be a half day or a full day, you could hold that meeting with a dinner. Or, even have that welcome dinner on the final day and then have that session. Thank you.

FIONA ASONGA:

Fiona Asonga, for the record. I actually had a question I was going to ask Heidi as Staff, and this is to ensure that we can have at least a one-day session of the cross-cultural interaction training. I was thinking around the possibility of being able to get sponsors to just sponsor the one day.

I think within the corporate space, when you look at the businesses that use the Internet and that come to some of these meetings, some of them are already trying to do this in other regions, so a lot of that is budget, but maybe they have never thought of doing it in partnership with ICANN at a global level.

Are we allowed to work with Staff and reach out to them to ask them to sponsor maybe one entity to do the lunch, another entity the team breaks, another one the dinner, something like that so that we have the day covered? And that reduces the cost to the organization.

HEIDI ULLRICH:

Thank you for that question. I would think that that might be a way forward, but also if you would like to address that to your SOs and ACs and see if they would like to put in a request, either for additional

budget request, even though Kuala Lumpur it would be too late, that was going to be within this fiscal year, sponsorship is a possibility.

I'm not sure if Ergys has any updates that he would like to share? No? Okay. I think we could definitely look into this, because it is the current budget cycle, so that's the challenge there. But there might be some possibilities; sponsorship is definitely one.

FIONA ASONGA:

Sorry, could I just clarify. I wasn't thinking about going through this cycle, I knew we were already late for the cycle. But I know, because I ran a business association for entities and business companies basically are able sometimes to foot some of this, but it would mean we're not approaching them through the budgets process. That's why I asked, is it possible? We'd be going to, for example, I'd ask membership of my association if one of the global members, if they can sponsor something. That is how I'd go about it, then see if it's possible.

HEIDI ULLRICH:

I understand, thank you, Fiona. This is Heidi. Let me look into that. We've done that, but I just need to see if that would be possible at this stage, thank you.

SANDRA HOFERICHTER:

I think, Sandra speaking, I think we have some good ideas on the table. My brain is already spinning about how, what, if we could do it.

Sponsoring definitely could play a role. And also, what Heidi proposed, to have the standard approach of webinar beforehand, observation during a meeting, and then a dinner on the Thursday. We are there on the Thursday anyway, and then a half day on Friday. Then we really do it with as little as possible resources.

I think we have to wait for Ergys now to clarify what possibilities are, and once we have clarity, we should do a call on the Academy mailing list. For those who are not yet subscribed to that mailing list, please do so if you are interested in one of those three courses to develop them, or in this information. I think we cannot conclude on this program right now; we really need to wait for this information to come. I really hope that we can bring that back to life because I think it was also a very useful program. That's what we just heard in the room here.

That would be it from my side, apart from that I would like to urge you to submit the message to your stakeholder groups to apply until the 15th of November for the leadership program because this is time sensitive. I also said it in the public forum. Anything else, that's it from my side? John, because now I was leading to any other business. John, please start.

JOHN LAPRISE:

Thank you, John Laprise, ALAC. I'd like to raise a point that's between more, I've heard it in multiple venues now. The networking that occurs at the Leadership meeting is actually really, really important.

People really highly value that. In fact, so much so that at this meeting's SO/AC meeting preceding the meeting, leadership is moving towards getting the SO/AC leaders together on an annual basis.

It might be worth, at some point, investigating creating some sort of program, supervised or unsupervised, that brings together one representative from each of the SOs and ACs into either a chat or a regular meeting or some sort of venue where they can network and exchange ideas at a more informal level, as members of their respective constituencies or supporting organizations. I thought this would be an appropriate venue to raise this idea, given that we're all interested in education here. Thank you.

SANDRA HOFERICHTER: Fred?

FRED BAKER: I'm aware of a monthly call that usually doesn't happen with the SO/AC Chairs, and they're scheduling a meeting January. They want to now have an annual meeting?

JOHN LAPRISE: At the SO/AC Leadership meeting, there was discussion that SO/AC Leaders find that meeting at the ICANN meeting really useful. And, having them, the senior leadership team; the Chairs of the SO/ACs, so there's discussion now to have them meet once a year with ICANN senior staff as a part of a planning function for the annual plan, and

understand everyone’s agendas. It’s still a work in progress, I heard about it this year at this year’s SO/AC meeting. It’s still-

FRED BAKER: I was at the Chairs meeting, but... this is a surprise.

JOHN LAPRISE: What part was a surprise, I’m sorry?

FRED BAKER: Having an annual meeting.

JOHN LAPRISE: That was part of the discussion, is having a January physical meeting in L.A.

FRED BAKER: I heard one; I didn’t hear annual.

JOHN LAPRISE: Well, my sense is, if one is successful, it’s likely they’re going to keep on doing it, I would assume. I could be mistaken there; it could be a one and done.

SANDRA HOFERICHTER: You possibly take that offline. Because I think you have some thoughts to exchange, but just to answer, we did once an alumnus gathering of all the former LP participants. It was not a success. That was in Johannesburg, and we really had trouble to bring people, because then they are so busy. I think what remains is the personal interaction in the corridors, or bilaterally. Is there any other business? Last call. If this is not the case, then I will have a sharp landing at 1:14. I'm Chairman. And I thank you for your participation.

[END OF TRANSCRIPTION]