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COPENHAGEN – ICANN Academy WG  
Wednesday, March 15, 2017 – 17:00 to 18:00 CET  
ICANN58 | Copenhagen, Denmark

SANDRA HOFERICHTER: We are going to start.

UNIDENTIFIED MALE: [inaudible].

SANDRA HOFERICHTER: Okay. Let's start the meeting. Gisella, [inaudible] are you okay? Are you ready? Can we then – it's there already. Perfect. So, my name is Sandra Hoferichter. I'm Chair of a working group in coma. And I'm happy that at least some of you found a way to this room to discuss how to move forward with this little working group.

And I hope more will arrive because I got more confirmation that other people would join us later. First of all, I would do a very quick review of the latest program this working group has initiated. It's the Leadership Program. It was the fourth edition in a row since 2013 we are doing this. And we have some of the participants of this Leadership Program in the room.

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All over, I would not spend more than ten minutes on that issue and would kindly ask those who have been participants in this program and also David who was the professional support, I would just invite you to quickly summarize your experience. Maybe start with Sarah. Would that be okay?

SARAH KIDEN:

Good evening, everyone. I would just like to say thank you so much to the facilitators, to staff and to everyone for organizing the training. It was one of a kind. I've never attended anything like that before. I learned a lot. And me talking here right now is actually proof that something changed.

I was quiet for most of the training. I liked the conflict resolution session. I really liked many of the sessions and I'm happy to continue, giving my time to make this working group grow and to build capacity in the group. Thank you very much.

SANDRA HOFERICHTER:

Danko.

DANKO JEVTOVIC:

Thank you. I'll try to keep it short. I like the program. It was learning about other communities was very good but even better was getting to have more friends from the other

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communities. And I'll say it was interesting to personally get better to know people from the Board. But also for me this learning things, I like to learn new things and practice. Sometimes we forgot, and all this situations to practice were good. So, in general, I would say that the program all together was excellent. And for me personally, very beneficial. Thanks.

SANDRA HOFERICHTER: Javier, would you also say a few words?

JAVIER RUA-JOVET: Sure. I agree. I've said it in more than one occasion during this meeting, ICANN58, that the Leadership Program is one of those things that really changes you. I think that so far, by far, it's been the highlight of my ICANN. Although we had a lot of fun last night at the [GEMs.]

The LP teaches you about the community but teaches you about yourself. The only way one learns really is in community. The only way one learns is vis-a-vis another, and then introspecting. But you become really aware of your strength and your weaknesses. You become really aware of how you think. I know this, but then you become aware of it and then you start thinking about it again. I know that I'm an extrovert so I think

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out loud too much which it can be good but it can be really bad.  
So, the LP was great.

SANDRA HOFERICHTER: And we have Babu. Would he also like to say a few words?

SATISH BABU: Yes. So, I found it overall extremely useful, some parts slightly more useful than the others. The networking was, of course, an important aspect of it. The dynamics of the whole program was very interesting. In the sense, the bonding that took place, especially the cooking class which is interesting from that point of view, the bonding that happens.

And initially the first day, we were a little bit stiff with each other. But end of the day, this happened, and then subsequently, we were kind of relaxed and at home. And in the final day, when we had the session where we were advising each other on a particular problem, it was actually very nice to see everybody chipping in and without any judgment whatsoever, offer their comments.

So, I think one of the issues that come up is the aspect of follow-up. How can this be kept alive? As an alumni or as an alumna, is there anything that can be done later on? Is there a mailing list

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that has everybody inside? Is it active? Can we post things there? Ultimately, it's a community. We form a community. So, it'll be useful to have something that connects us even later. Thank you.

SANDRA HOFERICHTER: Okay. And the last one, just arrived, Maritza, just a few words about your experiences from this Leadership Program.

MARITZA AGUERO: Okay. Thank you very much. It was very, very useful because it is like you learn the skills for leadership as the name of the program. You also got the opportunity for networking and the experience in general is very valuable. And I do agree with Satish that a mailing list like an alumni from the Leadership Program could be very useful as a fellowship alumni list, because we can share experiences, events, main topics that are interesting and also got some collaboration between areas or maybe for a consult. It could be very useful. And I hope this community could grow as fellowship ICANN has grown. Thank you.

SANDRA HOFERICHTER: Okay. Thank you very much. So those were the ones I paid to make some good comments here.

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SATISH BABU: That is not true. All of us [inaudible].

SANDRA HOFERICHTER: Now, I would like to draw your attention to the feedback form which we asked participants to fill in and kindly let just [Ervin] scroll a little bit to it. We did ask from one to seven how they evaluated this program. And when you scroll through it, you will see that the marks are actually always in the rank of five, six and seven, which means it was a good ranking. And I was actually thinking about making a matrix out of this. But as the results were so more or less homogenous all over, then I thought I just show it to you and provide that even then answering anonymously, then the results are still pretty good.

We also asked them about some open questions where they could give us some advice or what topic did I miss and so on. And we will have a closer look at this and take this into account for the next program which I think will happen again at the first meeting of next year. This will be Barcelona as far as I'm informed. Is that Europe the next meeting, the first one? First one, the A-Meeting next year.

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UNIDENTIFIED FEMALE: Puerto Rico.

SANDRA HOFERICHTER: Puerto Rico. Okay. So, and I think this is an ongoing effort and this is now set in the community and we will proceed with this. Reg, I see your raised your hand.

REG LEVY: Thanks. Just a recommendation for the evaluation form in the future is a one to five evaluation of each of the presenters, because I know that I heard participants this year praising some of the presenters, having complaints about some of the presenters. And I think capturing that information would be helpful for all of us.

SANDRA HOFERICHTER: Thank you, Reg. A question for clarification, you mean we put in the names and they should rate or evaluate the person? Okay, taken into account. Okay. Additionally, to this Leadership Program, there was a community request when you did the Leadership Program that actually there could be some kind of follow-up program. When it comes to sharing working group, people at ICANN can be easily challenged in terms of managing

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those groups and handling sometimes disruptive behavior or handling groups who are not really up to be active.

This was a request after the leadership training in Dublin. And here, we developed together with David Kolb – who was already very helpful in developing the Leadership Program – a program we just called the Chairing Skills Program. And David, I would like to hand over to you at that point to explain us a little bit more about the Chairing Skills Program. We are in a pilot phase at the moment so there is not much we can tell you about the feedback, but if you let us know a little bit about this program and how we are going to move forward with that one.

DAVID KOLB:

So, the Chairing Skills Program is really better reframed as a pure coaching program. It's not a program on how to chair something. It's really a program about pairing someone who is in a new chairing role – or in a new position and they may have chaired before – with someone who serves as their coach. And the coach then observes them. Ideally, it would be a face-to-face observation at a meeting and then also virtual observations on Adobe Connect meetings and phone calls. So that's the intention at this point.



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We're off to a choppy start just because we got a late moving on it a little bit. And there's a lot of forgiveness around the word “pilot” which I really love. So, we're making copious notes as we move forward and thinking about how to rearrange and how to go forward. So right now, we don't really have any feedback in for the coaches because we're really just getting started, but we'll keep you posted on how that's going.

SANDRA HOFERICHTER: Thank you very much, David. I also think that this program, the coaching program has actually the potential to be an ongoing effort within ICANN. Whenever a new Chair is in a position or even an experienced Chair feels that he or she might need some improvement of the skills, then they could actually call upon the community to help them to make an observation and give some feedback. I think this is really something which could be organized easily during the meetings or when the chairing takes place virtually which is a big part of our ICANN work.

Okay. So, with this, I would actually close the issue on what has been happened recently. And I would also not like to speak about what we are going to develop next. I would use the remaining 35 minutes to discuss with you, with the community, how we are going to move forward with this working group.

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Do we need a working group? If yes, should it be a working group? Should it be a committee? Should it be something else? Do we need it at all? What kind of support we get from ICANN staff? How we are going to collaborate in the future? These are actually the things which really have to be resolved before we create more fancy ideas, which kind of program we are going to develop next.

And here, I would like to give the floor first to ICANN staff either to Sally or to Ergys to give us an update on where we are now moving from the staff side, what's the status quo. Yes, Ergys. Okay, the floor is yours.

ERGYS RAMAJ:

Thank you, Sandra. From a staffing support perspective, the Development and Public Responsibility Department is taking over from Heidi and team. And moving forward, we'll be providing the community with the necessary support to carry out the work of the Leadership Program.

SANDRA HOFERICHTER:

And Ergys, a question on the broader notice, is it about the Leadership Program, Charing Skills Program, or is it about the whole work which the ICANN Academy might develop in the

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future in the case we are moving forward with the working group?

ERGYS RAMAJ: At the time being, the only clarification that we have internally is the Leadership Program. And I believe as Heidi and I spoke a little earlier, the Chairing Skills Program still sits with Heidi and team.

SANDRA HOFERICHTER: Sally, you raised your hand. Please.

SALLY COSTERTON: Thank you, Sandra. That's quite right, what Ergys is saying. What I think one of the reasons we're here this afternoon is because we really want to hear what the community wants to do. So, the reason we can't staff anymore at the moment – because that's what we have at the moment. But obviously, it depends very much what happens in the future and what decisions can you make about the format of the group and the scope of a committee or whatever it is. I just want to make sure that the group knows that obviously, we'll really work in partnership with you on that. So, we're here to listen.

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ERGYS RAMAJ: Just to add to that. Since the Chairing Skills Program is still in the very early stages, any sort of transition is probably not healthy for the program itself in terms of staffing support. And in terms of the Leadership Program, it's now become more of a core program, which is one of the reasons why we have taken it over into the Development and Public Responsibility Department.

SANDRA HOFERICHTER: Okay. Thank you very much. I would like to hear from the community what do you think, how we are moving forward. I would just like to remind you on the history of this working group. It actually happens when I arrived at ICANN, everyone told me that ICANN is very difficult to understand. You need three meetings or four years to really get – maybe not four years but quite a lot of time to really get engaged with ICANN. And I thought, okay, other big organizations, international organizations, they have some kind of onboarding elaboration programs, usually called Academy or something similar.

So that was the moment when the term ICANN Academy was born. And at first, there was a lot of pushback within my own community because other RALOs saw that EURALO wants to introduce something for themselves. Then it was understood, okay, it's not about EURALO only, it's about the ICANN

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community. And then when the message got out of this At-Large environment, other stakeholder groups intended or got the message wrong that At-Large is demanding for more money to do more capacity building for them.

And it took a while to make everyone understand that this is something which actually should help the entire community to break down siloes, to network a little bit better and to really get to know each other.

Then we developed a first draft for 2012, but it was not yet mature enough and it took another year to start with the first Leadership Program in Buenos Aires. But the original idea behind the ICANN Academy Working Group was actually to be the place where all the learning and training efforts within ICANN are somehow easily accessible.

Easily accessible in terms of that you find them all in one place on the website, that they are somehow aligned with each other, that not every group is producing their own presentations which have basically the same content, that we create a pool of experts from the community and from ICANN staff which are available and which are mentioned somewhere.

Just like in university with the document management system, with the faculty, with different courses you can attend, because

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this is also something a volunteer – and most of us are volunteers in the ICANN environment – which is the best avenue for a volunteer to first elaborate their own skills, and secondly, get the recognition as someone who can give something back to the community either as a facilitator or as a faculty or experts or whatsoever.

There was quite some activity cross-community wise. And this is really important. It came out of the At-Large community, but such a working group must be cross-community wise. Otherwise, we would not be able to really find out what are the needs from the community. So, there was quite some activity until 2014, and then the IANA Transition took all the energy from this community and it was never possible to get so many people as we have today in the room just for a working group meeting.

And this was also the reason why I mentioned this working group is in sort of a coma. And my question to this community is now really, how are we going to move forward? Do we want to have a working group? Should it be a cross-community working group with a charter and all the bureaucracy a cross-community working group format implies, or do we want to have a task force, a small committee? Or don't we need it at all? Do we leave the Leadership Program with ICANN staff now, move somehow on with the Chairing Skills Program? And we are all fine with

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that. This is really something I would like to know from you what you think about it. Javier, please.

JAVIER RUA-JOVET:

I don't know what the way forward is in regards whether it's a working group or whether it's some other type of activity. What I would wish is that things like the Leadership Program were as big as possible and as widespread as possible.

I don't know what that means or how to express that in ICANN-ese. I'm sure it's a budget issue maybe. I don't know. I don't have the numbers, but I feel it must be so cost effective to get people to know each other so well on issues in such a short time so that then processes must be faster after that.

So, I don't know what the way forward is. I don't think this room is full, because we're debating the future of the character of the – I know I'm here because of my experience in the LP. So that's why I'm here.

Maybe we can have this discussion. Maybe somebody is an expert of how to keep this working and make it better and I'll get on that bandwagon. I think it's an important endeavor that must be within the realms of reason and reality as widespread as possible. Thank you.

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SANDRA HOFERICHTER: Heather, you raised your hand.

HEATHER FOREST: Thanks, Sandra. I sincerely apologize for not being able to have joined you earlier in the week. I'm going to answer a question with a question, Sandra. Do we have any examples of other initiatives within the community that have been, if you like, led by staff but with a strong community involvement, let's say? Have we ever done this before where we've transitioned something from the community to staff? And what did we learn from that experience?

Because I think what you're asking us is essentially an unknown. I'm not personally aware of instances where we've done this, what's being proposed. And I would like to think that we have some institutional knowledge if we have that we don't make the same mistake. I think what I hear from the comments is that a number of us consider this a very deeply personal investment, if you like. It certainly is a personal investment for you.

And Heidi and Susie, there are a number of us, Reg, who have been with this from the beginning and have this personal stake in it. And I guess we need to ask ourselves, is that a good thing? We've always worried about continuity. We need to make sure



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that this is a continuing effort. But on the one hand, I think moving this to staff is a healthy thing in that regard in a sense that if any one of us were to fall over, the program wouldn't fall over. So, I like the continuity aspect of it. But given that this is a program born of the community, how do we keep it part of the community? Thanks.

SANDRA HOFERICHTER: Heather, that's actually a very good question. I have no knowledge of any kind of this collaboration. But maybe Reg, is it an answer to Reg? Okay. Please, you have the floor.

REG LEVY: So, I think that this can be still community-driven and that we have now a massive resource with regard to alumni of this group. And all we need to do is send out an e-mail that invites them to continue to participate. I have heard from a number of people who I know from past academy training sessions I guess that they really want to be involved, they want to know what they can do, they want to know what's happening with the program, how they can make it better and give feedback and that kind of thing. So, I think that invitation will be extremely well received by the majority of people who have graduated from this program.

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SANDRA HOFERICHTER: Thank you, Reg. Marilyn, you're the next.

MARILYN CADE: I guess I'm going to ask us to step back for a minute and think about what kind of self-assessment that we should do, not just asking people if they personally enjoyed the experience or personally enjoyed getting to know other people they think they wouldn't have met as rapidly because there's such an intense learning curve, but also looking more clearly at objectives of the program.

So, a valid objective of the program can be to build across awareness and shared knowledge about what is going on at ICANN. But I think I'm concerned about scalability. And I'll be very frank about that as I do follow the ICANN budget very closely. I think we have to accept that anytime you have a product – you must be able to tell I come from the business sector and ran a business and had PNL responsibility – but anytime you have a product, you have to look at it periodically to see if it is fit for purpose. Does it still fit the purpose for which we created it? And what kind of changes are needed to improve it or strengthen it or allow it to scale?

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The audience that we have or the potential audiences that we have at ICANN today are very different than they were a few years ago when the Academy was founded. And they will be even more different in the future, I'm thrilled to say, because we are really changing the [face] of those who participate and the backgrounds of those who participate. And thank goodness, the age. I say that gratefully.

So, I think we need to do some kind of a self-assessment. So that's my first point. And not just poll the people who attended, because I myself have never been to an ICANN meeting that I didn't love. However, I think there's a second point here. And that is we need to look at it in a larger context now, and that's already been said. Because of the onboarding program and other initiatives. I think we need to look at it in that larger context.

Then the final comment I'm going to make is about would it be a cross-community working group or would it be something else? I think it's important to look at that. How many of you have written a charter of a cross-community working group? For those of you who have written a charter of a cross-community working group or who are working to get a cross-community working group approved and agreed to by SOs. How many of

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you have done that? Is it really tough? Keep your hands up. Is it difficult to sell everybody in those advisory groups?

So, my point would be you really need to assess what's required, because the Cross Community Working Group on Cross-Community Working Groups established standards that were not there in the beginning. And that might also not be fit for the purpose for which you're considering it. Of course, it's wonderful and I love every word in that.

SANDRA HOFERICHTER: Thank you, Marilyn. Is there anyone? Babu, please.

SATISH BABU: I think there is an opportunity here as well as a few challenges. The opportunity is very clear. This program is targeted at the top of the pyramid, the leadership, and not the base of the pyramid.

And there are panel programs that apply, for example, capacity building. The At-Large has a program on capacity building. There are these Fellowship programs, onboarding, there are multiple programs that address different aspects of this requirement. And some of them are spread over these three days that you can take.

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But some of them are self-paced, there are self-training programs, others are kind of webinars. So, I think there's a huge matrix of different options available for enhancing capacities. But where this program's cause is, one, in the composition of its participant, and two, the fact that it is focused completely, shall I say three days of intense thing.

Thirdly, the kind of topics it covers. It covers a fairly unique set of, shall I say, topics. The issue is therefore that I can see a space for this sort of a program, but the sustainability aspect as well as the tradeoff between quality and scale, this is high quality. But the scale is an issue, because you can't do this for too many people. Perhaps, I don't know the expense side because we have never been exposed to that aspect. It may be quite expensive.

So, the quality or the scale issue still remains. What is the solution to that? I would say that perhaps I think we should continue this, because the benefits are very palpable. But the cross-community aspect is also an important thing. I will feel that this has to be cross-community. But the problem is that to get going on a cross-community thing, it requires buy-in of all the stakeholders and the process itself is bureaucratic, heavyweight, not a lightweight process.

So, I'm not sure if there's some way that we can avoid that heavyweight issues upfront. I don't know, a pilot. I don't know,

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no idea. But it'll be desirable to have cross-community without incurring the penalties, at least initially. Maybe after a while, there will be buy-in, better buy-in. Thank you.

SANDRA HOFERICHTER: Thank you, Satish. Any other comment? Olivier.

OLIVIER CREPIN-LEBLOND: Yes. Thank you very much, Sandra. I've of course followed this effort since the very early days. I was ALAC Chair at the time. I think, first, I'd like to say it's been such an amazing success. I've benefited personally from the first one. The pilot, I think it was. And it's great to see it grow over the years.

I think we might be putting the carriage before the horses by saying, "Do we want it to be a cross-community working group, do we want it to be something else?" Etc., etc. I recall in the early days there was a pyramid that had been put together with different boxes and so on. I'd like to see the analysis of each one of these boxes in the pyramid to see whether the box has now been satisfied and we can put a tick next to it, and which one of the boxes has not been satisfied.

I'd like to also see who is in-charge of what in those different boxes in the pyramid, because it would obviously make sense

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that it's the same organization that is in-charge of this, both if you have a mixed volunteer and staff member in both groups effectively.

But there's also another thing, which is that the community and ICANN generally does not deal with operational issues. And the community wrote the applicant guidebook and then it was passed on over to implementation. That was of course the early days. Then there was the next case which was the community wrote more things and then implementation went wrong and then the community was somehow involved in an implementation group.

So, there are two options here. The first one would be that this Leadership Training Program continues but becomes purely a staff-driven resource but with perhaps a skeleton crew of one or two people from the community that will still follow it. And I would of course imagine that you'd be one of them since you were the main driver for it.

But what we could do though if we were to start industrializing these things and free up a little bit of volunteer resources – which is what we always are concerned about – is to have exactly the same system as with everything else at ICANN, which is to let the program now run under staff for X number of years – and that's, of course, to be determined – and then have a review

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of how well it has performed and whether it's continued, in what direction it's been going, and provide the community the ability to then see if something needs to be done about it.

But focus more on the parts of that pyramid that we haven't yet addressed, because although I've heard some great feedback about this Leadership Training Program and I understand that you've even had Board members that gate crashed the thing itself – and I've had a go at them and I told them they were naughty people to do that – but they apparently were delighted to have done so.

Certainly, we haven't covered absolutely everything yet. And there is a real need for the other boxes to be filled as well. So, for me, yes, the pyramid is starting to be built, but it's far from being built completely and we're far from being able to engage all of the different layers of the ICANN model that we need to fill and that we need to perform capacity building for in a good manner, in the same way as we've done with the Leadership Training Program.

How to do that at a cost that is affordable to ICANN is exactly what this working group, if it continues, should focus on. Because today, there is indeed the element of cost considerations. So, we have to look at this in a coordinated way.



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I don't think it's a quick silver bullet scenario. I hope I was clear and I didn't talk too much. Thank you.

SANDRA HOFERICHTER: Thank you, Olivier. Just for all of us to recall, the pyramid was indeed in the very early days. But it was, at that time, considered to be a picture of too top down. And then we started with this roundabout circus thing which was drawn by Mikey at that time. And I'm not really sure if we can take the pyramid and tick boxes, because it was just a visualization which was not complete at that time, and the top down approach was criticized here. So, I'm really not sure if we can look at it in the way you are proposing here. Yes, a follow-up question.

OLIVIER CREPIN-LEBLOND: Yes. Thank you, Sandra. I'm not speaking of the pyramid as a visualization of the system. I don't care what it looks like. It could be something totally abstract. It's not a case of looking at the finger. It's looking at what the finger is pointing at.

And ultimately, the idea here is that there are a number of needs across the community for capacity building and so on. There are number of programs at present that are fulfilling various needs in the community. What parts are missing? What parts are fulfilled? What parts worked really well?

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And I know that the majority, if not all of the current things, and I'm just speculating that all of the current programs out there are doing really well and are really fulfilling the need in a great capacity. But we still are missing some people because I've had people come to me and tell me, "You know what? I am this type of person and I am not benefiting from any of these programs. How in the world am I ever going to benefit from anything?" And they are actually very important parts of the community too. Thanks.

SANDRA HOFERICHTER: Thank you. Reg, you are the next.

REG LEVY: Thanks. So, I wanted to agree with what Olivier said, the we need to focus on things in addition to the Leadership Training Program. I remember when I first started at my company, my boss said, "Go to the ICANN website and click on the training modules and start taking them." And I still have a To-Do in my inbox left over from I guess that was now five years ago because they were still defyingly boring and impossible to navigate. So, I'm happy to help fix that. And in fact, I think it should be fixed.

That said, I would also like to disagree strongly that we just give this over to staff at this point. I still think there's a vital role for

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the community to continue our work here in doing this. And I'm saying ours as though I was ever a part of this working group, but I hope that I will be in the future.

And I don't want to say giving up on it, but assuming that the work that we need to do is done and that staff can just take it from here from an implementation perspective I think is extremely wrongheaded.

SANDRA HOFERICHTER: Thank you. So, what I'm hearing here is cross-community working group, the charter and all this might be too much of a bureaucracy and too much of an overload for such an effort. On the other hand, no one really has an example – or at least let me know if you have an example – how community collaboration with staff could look like, what kind of format, what kind of modules do we have already. Sally, I'm not sure if you are aware of some of these.

SALLY COSTERTON: Thank you, Sandra. Let me ask a question to the group. Would it be helpful if we did some exploration, some research to see if we could come back with some examples of different types of programs with different models? Not on a very complicated way, but I think what I'm hearing is we'd like – and tell me if I'm not

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hearing this, but it feels like I'm hearing – "Look, we should probably make sure that this remains community-led at least or the time being." I kind of heard that.

The second thing I've heard is we need to make sure that we have good support from the staff. Okay. And we recognize the need for this. I'm not hearing anybody saying we don't want support from the staff. I know that sounds facetious, but it's important to include it.

Third thing I'm hearing is there are a lot of different kinds of capacity building activities going on around the community. And it's quite difficult to navigate where they are and which ones might be most relevant for any individual.

I'm also hearing we should try to think quite hard about what are the demands of newer participants, really, looking at Marilyn's point, who are coming to ICANN who may be from different parts of the world. They may be of different ages. They may have different ways and preferences for doing capacity building that maybe we need to have a look at that.

And then finally, I'm hearing, is there a governance model – that's a really big word, but I can't think of a better way – that we can find in ICANN that we could adopt as a collective group, the

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community and staff together, to pursue that agenda? Have I missed a key thing? Nodding heads. Okay. Lots of things.

So, I think those are all brilliant questions, really good questions. And I also personally think they're the right questions. And if it's helpful, you tell us how you'd like us to collectively go about answering those questions. But we're very happy to do everything we can to help from the staff side, with all of those, not just with the governance question, because I think that sounds really sensible to me in terms of moving forward. So, looking to you to say, "Here's how you can be most helpful." Did I make that more clear or less clear? Sorry. I'm trying to make it more clear but it sounded a bit confused in my head.

MARILYN CADE:

Actually, Sandra, maybe would you just restate it again?

SALLY COSTERTON:

So, now I have to remember what I said. Thank you, Betsy. My lovely assistant here. So, "Sally Summary" is what it says here. All about transparency in this place. Keep it community-led at least for the time being, but absolutely need support from staff and we need to be clear about that that's an ongoing need.

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It's hard to navigate what's out there. We know there's a lot, but we still haven't solved the problem. It's a little bit what Reg was saying about how do we even find things. There's an awful lot and it's difficult to navigate.

We might need different things for newer participants than we've done in the past. They may have different priorities. They may learn differently. We need to look at that. And can we make sure, in other words, that we've understood the demand correctly as well as the supply?

And are there any existing examples inside ICANN of a more lightweight model that we can use to run this exercise that isn't a CCWG? We're definitely not hearing support for that, but that works, that's fit for our purpose. That was the summary. Is that helpful?

SANDRA HOFERICHTER: Yes. Marilyn, please.

MARILYN CADE: Thanks. I've a general inclination to think that I agree with you, but I learned a long time ago that often what I hear looks different to me when I see it in writing. So, what I would like to propose is that we put this as a proposal and do what we like to

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do in business, which is bash it a little bit and see if we had general agreement.

So, I just want to reinforce how important it is to me coming from the business community with the changes that are going on – and I come from the business user community so I by no means want to reflect that I think I am saying anything that's reflective of what the contracted party representatives would say.

But from the business user community perspective, I think we see a different expansion of participation than we've had for some time. And it is going to be almost totally from outside of WEOG, the Western Europe and other states.

So, the sensitivity to [abet] and that fact that means we – I think that supports the idea that we must understand the demand, how the demand is changed. We also have a robust set of fellows who have come in to ICANN through the Fellowship program who are now moving into Leadership Programs in parts of the community.

In the BC, we have young business entrepreneurs who in the only two years they've been here coming to the Fellowship program are now chairing sub-working groups. So, the demand,

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I think, is really, really different. And I think that's very important for us to assess.

And then my final point, Sally, is that we have to look at this in light of many other things that are out there and how they all fit together I think in order to get this right.

I'm just going to make a comment about the budget. Look, if a single big registry reduces its payment from \$0.75 per domain name to \$0.25 per domain name, that is a \$7 million difference. And that may happen in the future. And if that happens, that \$7 million is out of ICANN's budget. So, I think we have to be very cost sensitive in order to [withstand] and understand ICANN does not print money and will not print money. So, we have to be sure we're being very cost effective. And that's very important to me as well.

SANDRA HOFERICHTER: Thank you, Marilyn. Renata.

RENATA AQUINO RIBEIRO: Hi. I just want to come to the point before by Reg about this being an open working group that the community can participate and the online materials. I think there's a lot of knowledge acquired with this program. For instance, I had the



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chance to have a coachee who was a community member very close to me, but I had no idea of some of the practices which were so different from other chairing practices in the same group.

So, we did a report. We talked about the report. And I think that type of material, the concepts that one establishes when learning about each other's practices are very interesting and perhaps aren't really written down anywhere like informal practices of chairing which are very effective.

The program perhaps may not have a definitive form. There isn't something that you can write down about chairing or leadership that will be the ultimate solution. It has to be tailored to each other's needs and specific situations. So, a knowledge database would be something very interesting to have in ICANN, and even bringing in from other experiences. So, yes, a continuation of a working group of community participation would be fantastic.

SANDRA HOFERICHTER: Okay. Thank you, Renata. We are almost at the end of this meeting. What I hear is that it should remain community-driven and we might continue with the working group but not a CCWG.

I just got message from Heidi that there is actually a Cross-Community Committee on Accessibility which might be an

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example to look at how we are going to have this in the future. I think we have to do some research here. This might be the model to go with.

At the moment, we have this Academy working group based on the ICANNWiki under the Cross-Community tab. So, it is already there and could be to the attention for the community. But still, without really revitalizing this working group, however we call it, we would not be able to do some structured work and to go in all that depth on what has been demanded just now.

However, I feel that when two or three people did develop a course like the charring skills program and then reach out to the community, “Do you want to become a coach? Do you want to become a coachee?” Then suddenly, quite a lot of people are in the room and are interested in that one.

We just experienced this during our recent meeting. We had members in the community who were quite new, but also some really old hands like Marilyn and Chuck Gomes for instance. Old, I'm sorry. I owe you a drink now. And Chuck Gomes who have been in this community for-

MARILYN CADE:                      Seasoned. We're seasoned.

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SANDRA HOFERICHTER: Old hands, ICANN community experts, ambassadors. So, this was actually something which I really felt maybe we should also look in this that we say, okay, it's a very small group with changing participants, open for everyone, of course. But maybe we should not expect to work as constant as other groups are working, but just maybe meet on demand when we have something we need to discuss and maybe not every meeting.

And when a new program is up which is where the demand comes from the community, we just develop jointly with the community staff and external facilitators. And then we call on people to participate or to become involved in this program. Maybe that's also a way to go.

And I would wish that everyone who is interested in joining this – whatever it will be in the future, I'm still not 100% clear about this – to subscribe to the Academy mailing list if you are not on that one. And I think people have to continue the discussion on the mailing list and maybe also have a phone call between here and Johannesburg and maybe think about if you organize and not a meeting in Johannesburg where we might have hopefully a little bit more clarity on how to move forward.

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I think it's also a matter of workload. I'm doing this for quite a lot of years now. Reg and Heather have been involved from the very early days, but I think we should really also give that over to other members of the community so that more people actually can become involved to either share the workload, and secondly also guarantee the continuation of these programs.

And then the last comment, the idea which came out of this year's Leadership Program was to work and to develop intercultural training. This could be the third course developed by this group. And we might look into this right now. We have a diverse community so we can actually, again, build on our own people to facilitate this program with the help of external facilitators and, of course, the help of ICANN staff.

So, this is something which is on the horizon already. But first, I really would like to get more clarity on how we move forward. And we'll initiate a discussion on the Academy mailing list and I hope you will subscribe to that one if you haven't yet.

If there are no other comments or questions, just Olivier.

OLIVIER CREPIN-LEBLOND: Thank you, Sandra. I actually have my hand up online and physically as well. You mentioned the Cross-Community Committee. There's also a Cross Community Working Party

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which is what the human rights group has used as a vehicle. They shied away from using a cross-community working group because the working groups have the added plus of being able to be chartered by organizations and then submitting final results, final reports and so on, and have them ratified by the chartering organizations.

The work party doesn't have that ability but is able to produce documents which, as it's been proven, have been very effective and have been followed afterwards as a follow-up in the accountability cross-community working group but also have been presented to the GAC in the current discussions on human rights. So, it would be worth looking at that form of structure.

And for this, you'd probably just need to drop an e-mail over to Neils ten Oever who I'll probably be able to point you to the right direction for it. Thanks.

MARY UDUMA: Excuse me.

SANDRA HOFERICHTER: Mary.

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MARY UDUMA: Just to add to what he has said. I think when you go CCWG is always a project. It has a beginning and it has an end. And I don't see this one going that way. So, taking that route might be difficult for this group.

SANDRA HOFERICHTER: Okay. I think this is the clearest conclusion from this meeting. And if there are no other questions. – Janice.

JANICE DOUMA LANGE: I just wondered from the mailing list that you have started, is that separate from the alumni list that some people wanted to get started for this program?

SANDRA HOFERICHTER: We do have a mailing list for the ICANN Academy Working Group which has still in its name – if I'm not mistaken – At-Large or something. Is it still? Heidi, maybe you can clarify.

HEIDI ULLRICH: It's still on At-Large. So, I think we have to change that that it's not seen as an At-Large thing. I think that's an important symbol that we should change that.

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Also, that we have the Wiki space on the cross-community space is already a good sign. And this is the mailing list I'm talking about, not the alumni, not the mailing list for the annual courses but a mailing list for the ICANN Academy Working Group who is actually doing the work, looking into more programs than that and looking into the various. And of course, those people who participated, they can become member of this.

SANDRA HOFERICHTER: So, are there now any other questions? If not, then I would like to finish that meeting, seven minutes after the hour. Thank you very much for coming at this time of the day, and I hope to see you today or tomorrow. And I'm ready to continue the discussion bilaterally if you want. Gisella.

GISELLA GRUBER: Sorry. Just an update on the mailing list. It's ICANN Academy Working Group.

SANDRA HOFERICHTER: Okay. Thank you very much, and the meeting is adjourned.

**[END OF TRANSCRIPTION]**