

ICANN58 Leadership Program feedback:

- 18 total responses (out of 25 participants)
- Overall, participants were very satisfied with the program
- Handling conflict was seen as most valuable session

**1. Please rate the program on the following questions.
(1 = strongly disagree; 4 = agree; 7 = strongly agree)**

(1 strongly disagree, 4 agree, and 7 strongly agree)
Good value for time spent
Applicability to your work
I would recommend this to colleagues
The combination of incoming and experienced leaders was of value.
1 very poor, 4 about average, 7 excellent
Overall rating for the program
Interactivity / Networking
Social program
Skill of session facilitators

- The majority of respondents rated the program either a 6 or 7 on all accounts
 - Only three people rated some aspects below a six, with the lowest score being a four (agree/about average)

2. Which topic(s) did you find MOST useful?

- a. The conflict handling session was seen as the most useful session, with nine people rating it as such (36%)
- b. Five respondents named both the solution circles and the facilitation skills sessions as most useful (20%)
- c. Four respondents (16%) thought the AC/SO introduction sessions were most useful
- d. Three people believed the policy development session was most useful and two people named networking as most useful
- e. The following topics were seen as most useful by one respondent:
 - i. Board session
 - ii. Handling disruptive behavior

3. Which topic(s) did you find LEAST useful?

- a. Rearranging the ICANN Org chart was seen as least useful by 5 people (20%)
- b. It is interesting to note that the majority of respondents, 6 people (24%), did not think anything was least useful
- c. Four people believed the hot topics discussion was least useful (16%)
- d. The following topics were seen as least useful by one person:
 - i. Spy game

- ii. Policy development session
- iii. Role playing

4. Are there any topics that you would like to have seen that were not covered?

- a. Cultural differences/cultural sensitivity
- b. Having RSSAC involved because it was not represented at the LP at ICANN58
- c. Who is a leader?
- d. More interaction and networking
- e. Issues within the different ACs/SOs
- f. Negotiation skills
- g. Effective communication

5. Other feedback

- a. Small group size was seen as beneficial
- b. Offer the LP twice a year
- c. Breaking down silos is very useful
- d. Having the program for two and a half days seems perfect
- e. Not only is the content useful, but the networking opportunities given by the program are indispensable

ICANN61 Leadership Program feedback:

- 22 total responses (out of 26 participants)
- Overall, participants were very satisfied with the program
- Having Board members participate in the program was very useful
- Conflict resolution and PDP sessions were seen as most valuable

**1. Please rate the program on the following questions.
(1 = strongly disagree; 4 = agree; 7 = strongly agree)**

	1	2	3	4	5	6	7	Mean
1 Good value for time spent	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	18.18% (4)	81.82% (18)	6.82
2 Applicability to your work	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	18.18% (4)	81.82% (18)	6.82
3 I would recommend this to colleagues	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	13.64% (3)	86.36% (19)	6.86
4 The combination of incoming and experienced leaders was of value	0% (0)	0% (0)	0% (0)	0% (0)	9.52% (2)	14.29% (3)	76.19% (16)	6.67

Response: 22

- a. The average score for all questions was over 6.6 (out of 7), meaning participants thought the program was valuable, applicable to their work, and would recommend it
- b. The majority of respondents said they strongly agreed with all statements

**2. Please rate the program on the following questions.
(1 = very poor; 4 = about average; 7 = excellent)**

	1	2	3	4	5	6	7	Mean
1 Overall rating for the program	0% (0)	0% (0)	0% (0)	0% (0)	4.55% (1)	18.18% (4)	77.27% (17)	6.73
2 Interactivity / Networking	0% (0)	0% (0)	0% (0)	0% (0)	4.55% (1)	18.18% (4)	77.27% (17)	6.73
3 Social program	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	22.73% (5)	77.27% (17)	6.77
4 Skill of session facilitators	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	9.09% (2)	90.91% (20)	6.91

Response: 22

- a. All respondents rated the LP as above average
- b. Networking and the skills of the facilitators were rated highest, with an average of 6.48 (out of 7)
- c. The social program for this year's LP was rated lowest, with an average score of 5.86

3. Which topic(s) did you find MOST useful?

- a. Only 20 responses for this question
- b. Most useful topic: conflict resolution
- c. Eight respondents named the conflict scenarios as the most useful piece
- d. Seven people named the PDP session as the most useful topic
- e. Five people named the spy exercise as most useful
- f. Four people believed that the session on handling disruptive behaviors was most useful
- g. Three people named the Board session as most useful
- h. Two people thought the following sessions were most useful:
 - i. All of them
 - ii. SO/AC introductions
 - iii. Solution circles

4. Which topic(s) did you find LEAST useful?

- a. Only 16 responses for this question
- b. Most people (9) said that there were no sessions that were least useful
- c. Least useful topics:
 - i. Two people believed the Board session was least useful
 - ii. Two people believed the SO/AC introductions were least useful
 - iii. Two people named the session on ICANN issues as least useful
- d. The following topics received one response for being least useful:
 - i. Conflict resolution
 - ii. SO/AC introductions
 - iii. Spy exercise
 - iv. PDP session

5. Are there any topics that you would like to have seen that were not covered?

- a. Only 16 responses
- b. Cultural awareness
- c. Specific and real situations and relationships between ICANN stakeholders
- d. Personalities dynamism

- e. More in-depth information on various PDPs
- f. Self-confidence and public speaking
- g. Empowered Community

6. Other feedback

- a. Two people stated that having the Board members around and getting to know them was invaluable
- b. All facilitators, including Avri Doria, were excellent and did a great job in guiding the group
- c. Move PDP session to the morning
- d. Recognition of different cultures among SOs/ACs
- e. More time for the program
- f. Sharing group advices in a compiled manner

ICANN64 Leadership Program feedback:

- 21 total responses (out of 27 participants)
- Overall, participants were very satisfied with the program
- Over 52% thought the length of the program was just right, while about 43% thought it was too short
- Most respondents named the breakout sessions as the most useful parts of the LP
- Conflict scenarios and cultural differences were most popular
- The policy development section was named as least useful by most respondents
- Other topics they would like to see covered include more in-depth information on good communication skills and chairing/facilitation skills
- Out of the 21 respondents, 9 were experienced leaders (42.86%), 9 were incoming leaders (42.86%), and 3 were somewhere in the middle (14.28%)

**1. Please rate the program on the following questions.
(1 = strongly disagree; 4 = agree; 7 = strongly agree)**

	1	2	3	4	5	6	7	Mean
1 Good value for time spent	4.76% (1)	0% (0)	0% (0)	0% (0)	14.29% (3)	19.05% (4)	61.9% (13)	6.24
2 Applicability to your work	4.76% (1)	0% (0)	0% (0)	0% (0)	19.05% (4)	23.81% (5)	52.38% (11)	6.1
3 I would recommend this to colleagues	4.76% (1)	0% (0)	0% (0)	0% (0)	0% (0)	23.81% (5)	71.43% (15)	6.48
4 The combination of incoming and experienced leaders was of value	4.76% (1)	0% (0)	4.76% (1)	0% (0)	9.52% (2)	19.05% (4)	61.9% (13)	6.14

Response: 21

- a. The average score for all questions was over 6 (out of 7), meaning participants thought the program was valuable, applicable to their work, and would recommend it
- b. Based on the subsequent responses, we believe that the ones rated 1 (strongly disagree) were a result of a misunderstanding of the question

**2. Please rate the program on the following questions.
(1 = very poor; 4 = about average; 7 = excellent)**

	1	2	3	4	5	6	7	Mean
1 Overall rating for the program	0% (0)	0% (0)	0% (0)	0% (0)	23.81% (5)	23.81% (5)	52.38% (11)	6.29
2 Interactivity / Networking	0% (0)	0% (0)	0% (0)	4.76% (1)	4.76% (1)	28.57% (6)	61.9% (13)	6.48
3 Social program	0% (0)	4.76% (1)	0% (0)	14.29% (3)	14.29% (3)	19.05% (4)	47.62% (10)	5.86
4 Skill of session facilitators	0% (0)	0% (0)	0% (0)	0% (0)	9.52% (2)	33.33% (7)	57.14% (12)	6.48

Response: 21

- a. All respondents rated the LP as above average
- b. Networking and the skills of the facilitators were rated highest, with an average of 6.48 (out of 7)
- c. The social program for this year's LP was rated lowest, with an average score of 5.86

3. Do you feel the program was too long, too short, or just about right?

- a. 11 respondents (52.38%) thought the program was just about right
- b. 9 respondents thought the program was too short (42.86%)
- c. One respondent thought the program was too long (4.76%)

4. Which topic(s) did you find MOST useful?

- a. Only 19 responses for this question
- b. Most useful topic: conflict resolution
- c. 10 respondents named the conflict scenarios as the most useful piece
- d. Four people named the cultural awareness as the most useful topic
- e. Three people named the following topics as most useful:
 - i. Breakout sessions in general
 - ii. SO/AC introductions
 - iii. Handling disruptive behaviors
 - iv. Board session
- f. Two people named the following topics as most useful:
 - i. Solution circles
 - ii. Spy exercise

5. Which topic(s) did you find LEAST useful?

- a. Only 17 responses for this question
- b. Least useful topic: policy development
- c. 7 respondents named the PDP session as least useful
- d. 6 respondents said all topics were useful
- e. 3 people named intercultural awareness as the least useful
- f. One person thought too much time was spent on management of disruptive behavior

6. Are there any topics that you would like to have seen that were not covered?

- a. Only 15 responses
- b. 7 respondents said it would be helpful to cover overall communication skills, as well facilitation/chairing skills

- c. 2 people would have liked more time on intercultural awareness and communication
- d. 2 people wanted to cover stakeholder engagement techniques/how to get volunteers to join a group
- e. One person would like to see harassment covered
- f. One person would like to have had more time for the Board priorities
- g. One person would have liked more time for PDP

7. Other feedback

- a. More time on cultural awareness
- b. Interactive activities were most valuable
- c. Simplify role-playing exercise
- d. Add more readings/references for those interested
- e. Include information on how to prepare and deliver a session during ICANN meetings
- f. Some activities were rushed – more time
- g. More time for feedback after breakout sessions (including spy exercise)
- h. Facilitators were great

8. Experienced vs. incoming leaders

- a. 9 people were experienced leaders
- b. 9 people were incoming leaders
- c. 3 people were somewhere in the middle