

## Summary NOTES & Proposed next steps | ccNSO Council Workshop

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### 1. Results Workshop Exercise Effectiveness and efficiency of the ccNSO Council

**Coloured hats – exercise.** The de Bono six thinking hats is a tool to boost the productivity of creative thinking by dividing up the different styles of thinking into six "hats": logic, emotion, caution, optimism, creativity, and control. Each person, or team, takes on the role of a hat, ensuring that all viewpoints and styles are covered. We will cover 4 hats today ("white hat" was pre-completed, "yellow hat" is skipped).

#### ⇒ White hat

facts about the ccNSO Council

#### Summary results of the "HAT Exercise"

##### ⇒ Red hat (feelings)

What do you feel is working well for the ccNSO Council Team? What is not working well?

##### >>> Group 1

Difficult to talk about feelings. People were very factual. Emotions of the black hat came up.

- Participation not working well, voting neither  
Not all understand the topic  
Concerned: lack of interest? Frustration by the lack of participation
- Lack of understanding about ECA. frustration. What if the ccNSO cannot live up to its current role?
- Scary if you do not understand the process.
- It is a challenge, which is exciting.
- Over-fatigue. Mood gets worse.

##### >>> Group 2

- We know each other, because we are ccTLDs.
- We are very diverse, which is positive.
- We respect each other and feel relaxed
- Discussions in smaller groups work well for us
- Too many emails. Hard to keep track
- Quality of discussions depends on how well-prepared we are
- Some individuals do not feel comfortable in the group
- Very responsive team
- Sad about departing
- English is challenging to some councillors

## ⇒ Black hat (risks)

### >>> Group 2

- Burnout
- Too many things we are asked to do, not good at multitasking
- Too many topics we need to cover. Fragmented knowledge
- Language is a challenge
- Time Zone challenges
- Training: we may not be able to train councillors quickly enough. Time for chair to get up to speed and to feel comfortable within ICANN as a whole
- Continuity. What if we cannot ensure continuity?
- We do not sufficiently document our activities
- Coordination with other SO/ACs. We need them to support us, for instance in our quest to change the bylaws.

### >>> Group 1

- ccNSO is becoming too top down, instead of reflecting on the needs of the community
- Too efficient. Not enough discussions. Treadmill
- Lack of participation by Councillors in meetings.
- Fatigue
- Diminishing participation, also by councilors
- Responsibilities to ECA. risk that ccNSO will not live up to its current status, is seen as a general risk for the broader community.
- Dependent on overwhelmed people, like the chairs
- Dependency on few councillors who put in a lot of effort
- The more long-term: what will happen post pandemic? Hybrid meeting environment. Less people attending, more people remote. This will disadvantage a larger group to date
- Post-pandemic, personal relations, due to lack of attendance, might drift away. Sense of collaboration that grew organically might fade away too
- How to incorporate the remote participants?

## ⇒ Green hat (creativity)

### >>> Group 1

- Create environment to learn
- Talentshow
- Dinner with councillors
- In-person tips and tricks, how it is in the virtual world
- Provide training, especially for new chairs. How to interact with other SO/ACs and Board
- Mentoring for newcomers in Council

### >>> Group 2

- Other communication channel than mailing list if quick feedback is needed. E.g. skype, whatsapp
- Informal gatherings are important. Virtual coffee breaks

- Mentorship for incoming Councillors
- NomCom appointed councillors need more introduction to community
- Quick guide to ccNSO Council with current topics under discussion
- Training for native english speakers, understood by non-natives. Friendly kick for native speakers when for instance they do not speak slowly or clear.

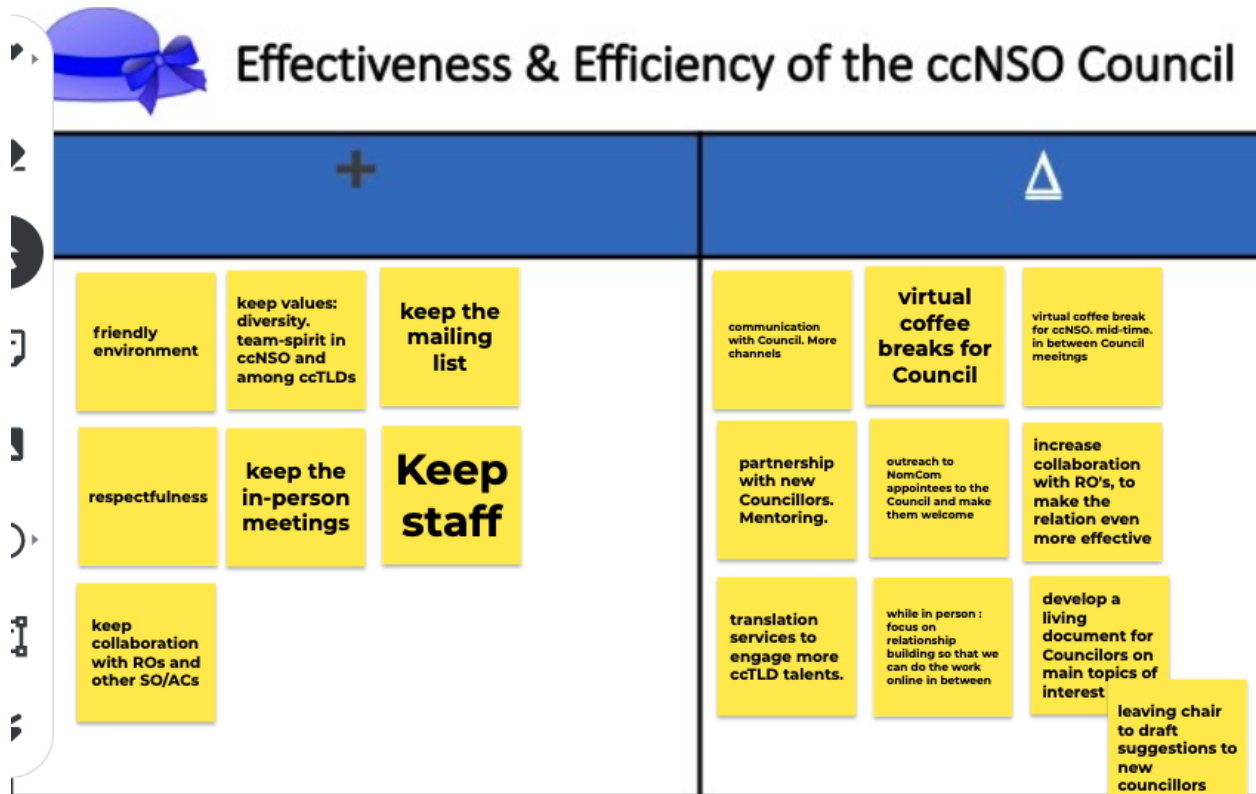
⇒ **Blue hat (Process)**

The Plus/Delta exercise

Plus: what do we like and want to keep? (out of what we currently have)

Delta: What do we want to change?

Notes were taken in the Jamboard



**Proposed activities to enhance the effectiveness and efficiency of the Council**

1. Partnership with new Councillors: Mentoring
2. Translation Services to service Councillors, engage more ccTLD Talent
3. Communication among Councillors: multiple channels, for example Whats-app group(s)
4. Virtual coffee breaks (mid-term, between Council meetings)
5. Outreach to NomCom Appointed Councillors to feel more welcome
6. Increase collaboration with RO's, to make the relation more effective

7. While in person meeting, focus on relation building to work better on-line
8. Develop living document for Councillors on main topics of interest

**2. Next Step. Which actions should be undertaken when, and what should be achieved?**

This exercise amounts to an impact /effort assessment of the activities. The exercise is a tool to assist manage the time and efforts of the Councillors more efficiently. Councillors assess the proposed activities based on the potential impact or benefits the activities will have and the level of effort required to achieve the anticipated result.

Action	Impact/Benefit	Impact H,M or L?	Effort	Effort H,M or L?
1 Mentoring				
2 Translation				
3 Communication Channel Whats-App channels (informal & Alert)				
4. Virtual coffee breaks				
5. Outreach to NomCom				
6. Increase collaboration with RO				
7. Focus on relation building at f-2-f				
8. Develop document topics of interest				

The result of the Impact /Effort assessment will be presented in a visual representation of where best to assign time and resources. If the impact and effort assessment is combined for each of the activities (for example: Whats-app Alert channel, Impact H, Effort L), each will fall into one of four categories:

- **Quick or Easy wins** – Give the best return based on the effort. These tasks have a high value and can be established easily. These should be on the top of your task list.
- **Major projects or Big Bets** – Provide long term returns but may be more complex to execute, may need additional research. These tasks can bring a lot of value but require a lot of effort and tend to be time-consuming.
- **Fill ins or Incrementals**– Don't require a lot of effort but neither do they offer many benefits. These are tasks that could be easily completed but may not be worth the effort as it does not have much impact on how the business is working

- **Time sinks or money pit** – Time-consuming activities with low impact that should be avoided. These tasks should have the lowest priority or be removed, since they require a lot of effort and have very little value.

Based on the assessment Council is advised to implement /execute the **Quick Wins** as soon as possible, eliminate the **Time Sinks**, consider whether the **Fill Ins** are worth to undertake, and finally, spend some more time on exploring the **Big Bets**.

