CLAUDIA RUIZ:	Good morning, good afternoon, good evening to everyone. Welcome to the At-Large Capacity Building Working Group webinars team call on Thursday the 25th of February 2021 at 18:00 UTC.

On the call today we have Hadia Elminiawi, Cheryl Langdon-Orr, Jonathan Zuck, and Vernatius Ezeama.

We have received apologies Lilian Ivette de Luque and Alfredo Calderon.

From staff, we have Heidi Ullrich, Gisella Gruber and myself, Claudia Ruiz on call management.

Our Spanish interpreters for today are Paula and Lilian.

If I could please remind everyone to state their name when taking the floor for transcription purposes. Thank you very much, and with this, I turn the call over to you, Hadia.

HADIA ELMINIAWI:	Thank you so much, Claudia, and welcome all to the At-Large webinars team call, and let's take a look at the agenda. So first, we start with the review of the action items, and then we have the survey results of our last two webinars, so we will review them. Then we will quickly go through our upcoming webinars and then we have the expert survey update if Abdulkarim joins, and then we will determine when our next call is.

So if you all agree to the agenda, it is adopted, and let's start with the action items review, please. So we had Evin to begin to use JZ's videos

to promote the social media webinar, and that has happened. Melissa Allgood to revise her webinar outline by the 12th of February. Apparently, that happened, but we need to have Melissa back to show us the updated outline, and then we have Jonathan Zuck and staff to develop the contest for developing webinars which is supposed to happen after Jonathan Zuck's webinar in April, so that hasn't happened yet. And that's it, so let's go back to our agenda.

Let's review the results of the surveys in relation to our last two webinars. Let's start with creating promotional videos in PowerPoint, that's Jonathan Zuck's webinar, and Gisella, if you could kindly walk us through them, that would be great. Thank you.

GISELLA GRUBER: Thank you, Hadia. Just briefly, this one that we have on the screen was Jonathan Zuck's last very informative webinar that we had, which was now ten days ago, and again, the survey results were excellent. The majority of the people heard of the webinar through the mailing lists, but we still have ICANN NextGen and we also have the At-Large calendar as well as the Capacity Building Working Team.

Then going into the regional division of those who attended at 19:00 UTC, it was quite interesting to see that we had the same representation from North America, Latin America and Europe, and then due to the timing of the call at 19:00 UTC, a few less from APRALO and we did have AFRALO as well well represented.

The next question, which was the timing at 19:00 UTC was perfect, just right, and I think that we're getting the 19:00 timing very well received except for the APAC region where the 13:00 would be preferred.

The duration, which is the next question, again was excellent, and did it allow enough time for the questions—and I think that we covered most questions in the timing, hence Jonathan keeping the one next Monday to a 90-minute as opposed to 60-minute. The last one that we had was a 60-minute, but he felt that we tend to maybe then rush through any questions, so rather keep it at 90 minutes and then maybe not use the full 90 minutes and rather than making it 60 minutes and having to are ush through the presentation.

And the next question was whether the presentation was interesting. Again, we have half agree and half strongly agree. So some people may have been second time on the webinar. So again, very well received webinar. And the last question is whether they learned something from the webinar, which was agree and strongly agree. I'm sorry, that was not the last question. The last question is whether they would like to participate in any other At-Large webinars. Again, strongly agree and agree. So every response is favorable, and it looks like we're doing a great job with the webinars.

Cheryl has her hand raised. Cheryl.

CHERYL LANGDON-ORR: Sorry, when you finish. It's okay, just want to make an observation on this, that's all.

GISELLA GRUBER:	Thank you, Cheryl. Just a quick question. I'll hand that to Claudia. With regards to—we've got the next survey results which was Lilian's webinar, social media best practices. Unfortunately for this one, we only got three responses so far. So we can, again, run through them. The three people was the mailing list, they were from Africa, the ones who responded to the survey. Again, some of them said too late, which was 22:00 UTC, bearing in mind that Lilian chose a timing which was more LACRALO friendly. We don't usually run the webinars that late.
	And the time allowed sufficient time for questions, so that was great, and the webinar was very interesting that Lilian held. And whether they learned something new, again, it was covering—if some of the things were not something new to them, again, it was covering excellent reminders with respect to social media sometimes that we tend to forget just because we may use it on a daily basis. And whether they'd like to participate in another At-Large webinar, absolutely.
	So it was—sorry that we only got three responses to that one, but I think overall, we've had excellent responses so far with regards to the surveys if we look back to 2020 as well. Thank you for that, and I'll hand the floor over to Cheryl. Cheryl, thank you.
CHERYL LANGDON-ORR:	Thanks for this, Gisella. Two things, actually. I wondered why we only got three responses. That is extraordinarily low, even for us. I wonder if there was an issue with how it was sent out, if it was received, where it ended up in boxes or whatever. It just would be nice to know.

But going back to in general, I really think it's important that we as the analyzers of this material recognize that strongly agree and agree are still both exemplary responses. I know some speakers in the past, if they ever see this type of material in end of year reports, go, "Oh, I didn't get 100%" sort of reaction, and I know Jonathan's not one of those, but we need to be really aware that we don't put off speakers because they think, "Oh, we didn't do good enough" where in fact, these are brilliant results. And to that end, these results indicate strong support. And for example, I never give a strongly agree, I never give 100%, that's just the way I respond to polls, and I doubt that I'm the only person in the world that does that. You always should have room for improvement. So it depends on culture and attitude. I just think we need to be really aware as we report this more publicly—if and when we do—how we put the terms out there, because they are exemplary results.

HADIA ELMINIAWI: Thank you, Cheryl. And I do definitely agree. And to me, strongly agree and agree, they both mean agree. So to me, that would be 100%. [inaudible] that the three respondents are from Africa. So this actually could support your observation, Cheryl, that maybe there was something with the communication in relation to the other groups. And also that explains the too late timing of the webinar, because all three respondents, again, are from Africa. That would be midnight for many countries in Africa.

And so, thank you so much, Gisella, for these results and for putting them together, and let's go to our next agenda item, our upcoming capacity building webinars. I believe Jonathan will talk to us about his

upcoming webinar in March. So if we could just click on the upcoming schedule. Thank you. So we have Melissa in February, and Melissa should be coming back to us with the updated outline, maybe on our next call, and we have Jonathan 19th of April with creating videos with PowerPoint, and after that webinar, we are supposed to have this creating videos contest. And that's it. So, Heidi, please go ahead.

HEIDI ULLRICH: Yes. Just a couple of points. We do have Melissa's updated outline that I sent to you, Hadia, earlier today, and it's also on today's agenda. Unfortunately, Melissa was not able to join the call today, but you're able to go through that if you'd like.

And then secondly on Jonathan's 1st of March webinar, I've noted that it's not here, and I believe it's associated with the [CBWG] rather than ICANN 70. Or am I wrong? Because my understanding—and Gisella or Jonathan, please join in—this 1st of March webinar is basically a redo from one that was done last autumn. So I'm not sure where this is fitting. Go ahead.

JONATHAN ZUCK: Thanks, Heidi. I think the genesis of the March 1st webinar was not out of this group but out of the ICANN 70 planning committee, and so that's why it seems to be a floating orphan webinar. But it is indeed a repeat or improvement of the webinar that I gave prior to ICANN 69 because it's specifically for ICANN 70, it's on giving better online presentations.

So this was a session on designing presentations, how to light yourself, and all those kinds of things so that you come across as well as possible on Zoom. So it's very specific to ICANN 70 for sure. But I think the genesis of it was maybe Maureen asking that we do it again for ICANN 70, and it didn't come out of discussions in this group, and that's probably why it didn't make it on to this list.

HADIA ELMINIAWI: Thank you, Jonathan. I would also like to comment here, because so yes, this came out of the ICANN 70, but it's not during the prep week, so we can adopt your orphan webinar if you'd like. But yeah, Heidi, go ahead.

HEIDI ULLRICH: Yes. Thank you. And I think that's it. I'm looking at past Ais from this call. I believe—and Gisella, correct me if I'm wrong—there was a discussion of this webinar earlier on this call, and it was decided to use it, to adopt it, so to take that orphan and put it in here.

Currently, we do not have that webinar listed on the policy briefing that the policy team presents as a pre-ICANN70 webinar. Is that correct? That's another reason I'm asking this question, is just because we don't have it on the slides for that.

JONATHAN ZUCK: Heidi, I don't—and maybe you didn't mean to ask me these questions, so I apologize. There's nothing specific to policy about it. It's really just a how-to presentation like the video one, but this is just about speechifying, giving speeches over Zoom, how to make them better and

more effective. So it's not related to CPWG, it's not specifically related to policy per se. So I don't know what that list is. I apologize. I don't know what the policy list is about which you're talking. There's so many lists and pages.

HEIDI ULLRICH: Yeah. It's the pre-ICANN 70 policy staff update. And I've been asked by Maureen and this group to, during my few minutes of fame, the four minutes that I get, to list the upcoming webinars. So right now, we have the overview of ICANN 70 from At-Large, and then [Lilian's] social media webinar. So those are the only two that I've listed on my slide versus including this one as well. if this is for ICANN 70.

JONATHAN ZUCK: It is for ICANN 70, and it's not really At-Large specific. So it's probably worth mentioning, because others might be interested in it.

HEIDI ULLRICH: Okay. So what I'm hearing is that it's going to be put onto the [CBWG] webinar but you'd also like me to list it on the slide, just note it during my presentation, even though—actually, you know, Gisella—

JONATHAN ZUCK: You're confusing me because it's not related to the CPWG. Sorry.

HEIDI ULLRICH: No, CB.

JONATHAN ZUCK: Okay. Sorry. My fault.

HEIDI ULLRICH: Thank you, Gisella. So the thing is that the 1st of March, that webinar is going to be taking place prior to my briefing, so is it worth it to say, "Well, this took place, here's the video or here's the recording?" I'm happy to say that during my—

JONATHAN ZUCK: I think it is, because we'll all benefit if people give better presentations during ICANN 70. We'll all stay awake better. So I would say go ahead and point people to the video.

HEIDI ULLRICH: Okay. So what I'm hearing, Jonathan, is you'd like me to put it on the briefing slide as well as put it under the CBWG list of webinars here that we have on the screen.

JONATHAN ZUCK: Yes, ma'am.

HEIDI ULLRICH: Okay. Perfect. All clear. Thank you. Gisella, any comments there?

GISELLA GRUBER: No, just, mea culpa because I forgot to put it on the list. I said I would put it on the list and then I obviously got sidetracked. So it will be added to this list. it is not an orphan. I understand it's not At-Large specific and we will send it out to the SOAC leads. I'll do it straight after this webinar and they'll share with their groups as well. Thank you.

JONATHAN ZUCK: Can I ask this group a quick question about it? Is this the right time?

HADIA ELMINIAWI: Go ahead. Yeah.

JONATHAN ZUCK: So, the last time I gave this presentation, I made an effort to never leave Zoom to show it, and the truth is that it's best done using an additional piece of software. And if you remember, we ended up doing a separate webinar that was like a workshop about how to use that software called virtual camera software. So my inclination this time around is to go ahead and use that in the main presentation to make that presentation as good as it can be, because we need to go a little bit beyond the features of Zoom. But if you think that's overwhelming to people and that I should try to keep it within the functionality of Zoom of the main part of the presentation, I guess that's my question. Did that make sense?

HADIA ELMINIAWI: It does. And I think if—so let's go back to the agenda. I think that's the next item if we're done with that one. Yes. And we are here discussing your webinar on the 1st of March. But maybe to do that, Jonathan, we will need to send out in the invitation link what exactly the participants will need in order to be able to follow and maybe implement what you're saying. Is that correct?

JONATHAN ZUCK: No one needs anything to follow what I'm saying. Watching it, you don't need anything additional to watch the webinar, but you would need an additional piece of software to do the same things that I'm doing.

HADIA ELMINIAWI: Yes. Like if they would like to implement or do what you're doing—

JONATHAN ZUCK: That's right.

HADIA ELMINIAWI: Yes. And I think that a good idea would be to send out this information in the invitation e-mail, just so that if anyone would like to start doing what you're doing or implementing what you're saying, they can actually do that.

JONATHAN ZUCK: Okay. And I will make a point—

CHERYL LANGDON-ORR: Hang on.

JONATHAN ZUCK: I'm sorry, go ahead. I'm on the phone so I can't see hands.

CHERYL LANGDON-ORR: That's all right, Jonathan, it's just I will learn one day not to bother to try and stop some parts of ICANN skating into thin ice. However, I will make the effort for this group. I support everything that's just been said, but we need to be really specific about not skating into that thin ice of endorsing or "furthering or advertising" any particular brand or otherwise of software that is not "the ICANN approved" stuff that is used internally. It's just a really fine line. So the wording needs to be very specific. We need to say that Jonathan will be exploring the use of virtual camera software, and then say, the meeting page will list a few of them.

You know what I mean? You've got to separate what you put on anything that's enduring or pushed out by social media like the cards and the video. That's all. Do it, for heaven's sake, but be real smart about how you do, because I've seen this cause problems before. Okay.

The other thing I was going to say is, Jonathan, from my point of view, to spend a small amount of time saying if you're in Zoom, this is how you make the whole thing do better, but if you want to make it look really good, let's move into this next bit. So a minor review, a bit of a 101 for those who are limited to Zoom, but with the absolutely blatant

aim of trying to push everyone into doing better with better tools. Thanks.

JONATHAN ZUCK: Thanks, Cheryl. And I guess that's probably how I'd approach it. I was going to give an initial presentation that says here's how to give better presentations, and then answer questions, etc., and then the second half would be about how to do the things I did, and I can show what can be done in Zoom and what can be done using an additional free tool as the second part of the discussion.

So all I was really asking is for that first—hopefully polished—presentation of here's an ideal online presentation. Is it okay to use one of these tools? That's really what I was asking this group.

HADIA ELMINIAWI: Okay. Thank you, Jonathan. I totally also agree with everything Cheryl said, and if we are to send a note with the invitation, we should make sure not to look like putting an ad or supporting a specific app or software. And so yes, the answer is yes, Jonathan. So, how would you like to do it?

JONATHAN ZUCK: I think I have enough information to move forward, and what I will do is get a list of tools to Gisella, I guess.

HADIA ELMINIAWI:	Okay, great. Thank you. So if we are done with this, we can discuss quickly Melissa's update. Okay. So we can either go through it today or maybe we can take this over the e-mail. So it's basically a 90-minute session flow, and she has breakout scenarios for us, a presentation, 25 minutes, breakout scenarios, 40 minutes, and knowledge, 15 minutes.

I think it's very good to have breakout scenarios. It's usually fun and people learn a lot. So we have the definitions of full consensus, consensus, and strong support. And then if we can scroll—and then we have the breakout scenarios. We will have a facilitator, a recorder, a presenter, and then we have the first scenario and—yeah, if we can scroll down a little bit to see the scenarios. Yeah, that's the first, scenario one. And then we have three scenarios, and then a wrap up.

Let's actually take time to read the outline sent by Melissa, and maybe we can discuss it over the mailing list, and let's see on our next call if we agree to it as is or with any kind of modifications.

So if you all agree, let's read this thoroughly and discuss it over the mailing list. So, seeing no hands up, let's do that, so that's the action item for the group. And to confirm it on our next call.

And then we have the expert survey update. There is nothing much to report here, and Abdulkarim is not with us. So what remains is determining when our next call is, and so it should be two weeks from now. I'm not sure that would be—I think ICANN prep week. Gisella, maybe you can help us with that.

GISELLA GRUBER: Hi Hadia. Yes. So on the 10 of March this prep week, at this time currently, there are no webinars scheduled. However, it is a week that we don't have interpretation.

HADIA ELMINIAWI: Yes. and then if we decide to have the call after ICANN 70, when would that be?

GISELLA GRUBER: So the following week of the 15th of March is when we actually have our two At-Large webinars, and then the 22nd is the week of ICANN 70, so the following call could be the 1st of April, if that fits in. That's just ahead of the following webinar with Melissa.

HADIA ELMINIAWI: I think that is good, provided that we actually all take a look at what Melissa sent, and if we do have any comments, we do share it over the mailing list so that we can send it to Melissa prior to our call on April 1st. Cheryl, please go ahead.

CHERYL LANGDON-ORR: Thank you. And I always enjoy having meetings, or important things, happening on April 1st. I took the time of making sure the NomCom, for example, the year I chaired it, closed its expressions of interest on April 1st for very deliberate reasons, because it amused me.

But I think that's a good plan. I just wondered, Hadia, with this set of scenarios, etc., from Melissa, I'm all for doing it on the mailing list, absolutely, but if—how do I put this? I personally find it easier if things like this are put in a shared document where comments can be made and then what I get in my emailing is a "Hadia made a comment" or "Jonathan made a comment," which prompts me to go in and look at it.

I really find it way too easy amongst the hundreds of e-mails I deal with a day to say, "I'll get back to that" and don't, but if it's got that push, it will make me do it. If you don't, that's fine, but for me at least, starting an interaction or thread on a mailing list is never going to get the attention that "XYZ has made a comment in a document. Can you go and have a look or react to it or not?"

Anyway, that's just a very personal perspective. Sorry.

HADIA ELMINIAWI: Thank you so much, Cheryl. I definitely do agree with you. And I don't know if staff could put this in the table in the Google doc so that we can all start commenting on it. Even if it 's not on the table, just a Google doc where we start putting our comments on the Google doc, that would work as well, I think.

So, do we agree to having it as a Google doc? If so, so that would be the action item for that and for the previous item in relation to April's webinar, for staff to put Melissa's document as a Google doc.

And then our next call, as said, would be on April 1st. What time? Gisella, if you can confirm the time.

GISELLA GRUBER:	Sorry, Hadia, was that for the webinar or the next call?
HADIA ELMINIAWI:	No, for the next call.
GISELLA GRUBER:	We are at 18:00 UTC. If this is suitable for everyone on the 1st of April, 18:00 UTC seems to be good because there is a potential GNSO council and ICANN Board meeting at 19:00.
CHERYL LANGDON-ORR:	I was going to say. Yeah. If we can avoid the 19:00, that helps because everything is done now in the GNSO at 19:00. So 18:00 is a much better option for Hadia and I.
GISELLA GRUBER:	Yes. So bearing in mind, just a reminder to everyone who does—well, the countries that have daylight savings, by then, we will be in daylight savings. So 19:00 UTC will be that extra hour will be in summer time then.
CHERYL LANGDON-ORR:	And of course, [for those] of us that are already in summer, it'll be the other way in daylight savings, which is why we work in UTC.

GISELLA GRUBER:	So we can do 18:00 UTC, no problem, on 1st of April.
HADIA ELMINIAWI:	Okay, great. Thank you. And Gisella, back again—sorry—to April's webinar. So we didn't decide on the time and we are rotating, so that one should be 13:00, correct?
GISELLA GRUBER:	Yes, correct, and I'm in touch with Melissa to confirm that she will be able to do 13:00, but because she has quite a fair amount of notice, it shouldn't be a problem to do 13:00 that day. Thank you.
HADIA ELMINIAWI:	Okay. Thank you so much. So, we are all set, and let's meet again on the 1st of April. Thank you to staff, thank you to our interpreters, and thank you all for joining us today and for the active participation, and this call is now adjourned. Bye.
CHERYL LANGDON-ORR:	Thanks, Hadia. Thanks, everyone. Bye.
HEIDI ULLRICH:	Thanks, everyone. Bye.

[END OF TRANSCRIPT]