CLAUDIA RUIZ: Good morning, good afternoon, and good evening to everyone. Welcome to the At-Large Capacity Building Working Group Webinars Team call on Thursday, the 27th of May 2021 at 19:00 UTC.

On the call today, we have Hadia Elminiawi, Cheryl Langdon-Orr, and Jonathan Zuck. From staff, we have Heidi Ullrich, Gisella Gruber, Melissa Peters Allgood, and myself, Claudia Ruiz on call management.

We have Spanish interpretation on today's call. Our interpreters are Veronica and Paula.

We have received apologies from Natalia Filina and Olivier Crépin-Leblond.

Before we begin, I would like to remind everyone to please state their name when taking the floor so that the interpreters can identify you on the other language channels. Thank you very much. And with this, I turn the call over to you, Hadia.

HADIA ELMINIAWI: Thank you so much. Welcome all to the Webinar Team call. So let's take a look at the agenda. If you all agree to it, then it is adopted. So I will give you a few seconds for that. Seeing no hands up, let's go ahead. The agenda is adopted.

Let's take a look at the action items from our previous call. So we had only two action items. One is to work on preparing anonymized registration data. This is a work in progress. And the second was actually

scheduling this call and to have Sandra with us. Sandra was not able to make it to the call but she did send a description to the webinar. So if we could go back to the agenda, please.

So our next item is the Expert Survey update and I believe Heidi will be doing that. I think Abdulkarim is not with us. So, Heidi, I give you the floor.

HEIDI ULLRICH: Thank you very much. I'm happy to announce that I do have an update on this survey. We've been waiting a little bit for this. I've heard back from Legal in order to comply with GDPR requirements that we need to change the format. But I think actually it's going to work even better this way. And we're going to show you the format that we have used for the APRALO Mentoring Program that just launched. We did the same process with Legal for this form. So, Claudia, could you bring this form up?

No, this is the original one. This is the one that we now have all of these languages. Oops. If you could go back. Sorry. Yes. So this is the original one. The plan was actually just to send this Google Doc to At-Large members and have them sign their names with their examples. If you scroll down, you'll see various topics where people could put in, yes, they are skilled in this. Then they also asked for examples of previous engagement. But what we're going to move forward with is this other format. Claudia, if you could please switch to the other one?

In fact, I think this one actually just looks more professional. It's also a Google Doc-based program and it just allows for more privacy here.

Claudia has kindly agreed to go ahead and transfer the Expert Survey from the format than it is now and all of those languages over to this format. And after that, we can just scroll down. It just looks much easier. We can either add clicking or just literally have them put in their answers there.

After we do that, we can send it out. I believe Abdulkarim has agreed with the idea of the cover letter. We have that ready to go. So as soon as we have that, the survey transferred over into this format, we can go ahead and send it out. And then all of you will have access to this document.

There's another tab that will be for responses. At that point, when people send in their responses, you'll be able to see everyone's name and their responses. So it's the same format we use for our request form for the RALO discretionary funding. The plan is that we will have this reviewed on some of the calls going forward. So any questions there?

HADIA ELMINIAWI: Thank you, Heidi. I think, actually, this format works better and it's simpler. I think it's easier and clear also. As you say, it actually complies with what Legal says in GDPR. Let's hear from others. I see no hands up. Thank you so much for the update. This format looks good and works good.

Let's go back to the agenda. Okay. Review of suggested 2021 webinars. So if we could click on that. Today also we have Melissa with us. Okay. If we can scroll a little bit down. Yes. A little a bit further down. Yes.

In June, we are not having any webinars. In July, we will be having Melissa. Melissa is with us today so maybe she can talk to us a little bit also about the July webinar. Then in August, we will have a webinar in relation to the marketing of ccTLDs. Then in September, we have Sandra. Before giving—or maybe I would give the floor to Melissa, and then I will talk to you about what Sandra actually sent. So, Melissa, would you like to take the floor?

MELISSA PETERS ALLGOOD: I would, Hadia. Thank you. Thanks for having me. Can you guys hear me okay?

HADIA ELMINIAWI: Yes.

MELISSA PETERS ALLGOOD: Okay. Strange audio situations today. Okay. Can you guys see my slides now?

HADIA ELMINIAWI: Yes.

MELISSA PETERS ALLGOOD: I thought I would just really briefly take you through what I was proposing to do my soft skills training on facilitation techniques. And then I have some questions for you. I'd like some feedback, obviously,

first and foremost, if you think this is well-targeted, and then beyond that, some additional things that I'm considering adding to it.

With that, I will tell you I lifted a lot of this from a working group chair training that I just recorded for the GNSO as they are initially for Roger Carney for the Transfer Policy Review PDP, as well as the upcoming PDPs that we have in the pipeline. So there's some continuity, just so you guys know, across the different parts of the community.

General session goals we just want to create productive dialogues, and my whole goal in all of this is to just give people some ideas, some tips, and some tools of ways to get there. I'm going to approach it kind of in two separate tracks, one are attributes and tools and tips around the actual facilitator, the actual leader. And then the second track is around designing an effective problem solving process, so more of like the group structure component. Again, all of these things track within the Consensus Playbook. So please be kind to these slides, they're a work in progress. We're all still ramping up to ICANN71 and trying to do things in parallel so they are a work in progress, but generally I wanted to just give you the idea.

So we'll go through track one with these four areas of focus about skills and attributes of the person him or herself, the facilitator. So we'll go through these. You have all been around me long enough now to know that I do try to lean heavily into neutrality. I see a ton of value in effective facilitation there. So that's one of the overarching themes of the presentation, as is asking questions. Questions, questions, questions. So you'll see a lot of that.

This part of the training goes into positions and interests are not the same, and that's why you need to ask good drill-down questions to arrive at people's underlying interests. So positions are the statements that they make on the surface. And everyone in the ICANN ecosphere is really good at stating their positions, generally. But interests are more complicated thing, so a lot of the presentation talks about the exchange and interplay between the two. Talk about good listening skills, active listening and summarizing. Again, many concepts that we've heard before but are always good to revisit and to re-emphasize. More about fostering your culture of collaboration. And this is more of an empowerment thing for leadership. I'd like to see more leaders across the board feel comfortable explaining when issues are closed, and more comfortable in navigating that delicate balance between being professional and respectful, which is of course at the core of everyone's work, but also saying this issue we're moving on and how to do that politely and skillfully. So we will continue to talk about those types of skills.

Jonathan, I've heard you actually reference, I think it was at ICANN70, some of these value propositions. People wanting to be heard and valued and included and getting to people's interests, like getting to what motivates them, and I couldn't agree more. So we'll talk a little bit about navigating that, and then how your individual needs then play into your group dynamics. As a facilitator, you're always best served to put the group first and the individual second, but you can also take care of both. So we'll go through some examples of that. A few slides about putting all of these concepts together and make it feel a little tangible.

Again, some examples. I'm going to add a couple more about how to kind of put the pieces together.

Then we'll move into track two, things that are far more focused on the problem solving process and having good infrastructure to solve problems. Just things for consideration when you're forming a new group. It doesn't have to be a policy working group but even a subgroup that's tackling an issue or whatnot, creating expectations and requirements that go both directions. So, leadership to membership as well as membership to leadership.

Very basic tips and tools structure, ideas to consider about forming your meeting, asking good questions, how to pull out information from people or thoughts that people that might be a little more hesitant or reluctant to contribute. And then, obviously, the emphasis on inclusivity and what that actually means in practice and ideas of how to get there.

Final thoughts. We'll recap everything. And then what I wanted to ask you guys about—first question is do you think that this is on track with a facilitation skill for your audience? Then two, do you want to do another breakout? Jonathan, tell me.

HADIA ELMINIAWI: Yeah.

MELISSA PETERS ALLGOOD: Sorry, Hadia.

HADIA ELMINIAWI: Okay. I will give the floor to Jonathan now, but I do think personally that this is on track and that I would personally also say that breakouts are important. My only comment would be that I think this is too much to cover in like 90 minutes, but then this will depend on how you would organize this. So I'll stop here and give the floor to Jonathan.

JONATHAN ZUCK: Thanks, Hadia. Hi, Melissa. Thanks for working on this with us. I am extremely interested in all of this. I think it's extremely important, and so I'm glad you're here. Let me just reiterate I'm glad you've joined the ICANN team.

There's a couple of things that pop up all the time. I've been doing a lot of reading about it because we face this in the CPWG a lot. So that's my most recent experience. I've chaired some PDPs and one review team and things as well, but what what's most raw right now, if you will, is the CPWG process.

One of the issues you said, being able to move on was one of the things you had early. So part of that is about communicating that we're going to move on, but the other piece of it is—what I've been reading and I'm trying to figure out how to ask a question and not make a statement here because I don't know the answer—but as I've been reading, I've been reading a lot about somehow documenting incremental consensus. Because it's not just a question of moving on today, it's figuring out a way to not revisit it tomorrow. And you break something down into smaller problems, and then when that problem is resolved, one way or another that you have a vote or you agree that there's a

consensus on it, how should we think about documenting that in such a way that it can very efficiently be dealt with when somebody that feels like they didn't get their way in the initial conversation is still, without new information at least, unable to go back and open that debate again. Somehow, I hesitate to use terminology like closing the door behind you because the idea is not to prevent valid discussion but to prevent repetitive discussion, I guess, is the question. So that's one thing that I'd be interested in as well.

Then the other big thing that I think continues to be a problem for all of these things inside of ICANN is the asynchronous communication. In other words, there's facilitation that happens in a meeting or on a call, etc., but a huge amount of conversation happens in between those calls. What is the degree to which we should be attempting to make those conversations more structured, document consensuses, consensus that appears to be forming in the offline world? Because it's a definite truth that you can't get all the work of a PDP done on calls. Some of it has to happen in between. And how do we incorporate that and how do we incorporate the determining of consensus, the documentation of consensus, and the same sort of issues to where we feel like we've heard from everyone, and that we can move on and put a checkbox on something so that we can move forward? Those are the two somewhat related things, I think.

MELISSA PETERS ALLGOOD: I think those are both great questions, Jonathan, and they are exactly things that the GNSO has grappled with in their work and have been part of PDP 3.0. So that moving on piece and that trying to prevent the

concept of re-litigation without new detail or new information, as you mentioned, is really what has motivated their project management structure and format over there. It's still open for interpretation how effective those enhancements and improvements are over in the GNSO. Because they're just trying them in practice and data gathering to see if these changes are impactful for them. I do think that that structure of breaking things down into smaller pieces and then having an understanding that those issues are closed is really beneficial just to stop that cycle of always having those same conversations, and it's something I would encourage you guys to do. But then you talk about, and rightly so, memorializing that and how does that have full impact, full force and effect type of thing, is what I heard from you. I think that really goes down back to the structure of your group and those agreements that you make amongst yourselves.

And when you set the table or you go back in and reset the table, potentially, in the case of the group that you chair, you lay all of that out. That becomes part of the agreement that everyone who does that work makes to one another. If you set those standards then when we're getting stuck in a cycle right of "we've already discussed this" and "we're talking about it again" and it's not moving our ball forward, moving our conversations forward, then you as the chair have the ability to talk to that individual offline—I would never encourage anyone to do that in front of the group—and you then have a document behind you, an agreement behind you, that you can at least point to and say, "We all decided that this was closed. Everybody said their piece, we landed on it." I would always encourage you, Jonathan, as a means of memorializing your consensus, say it out loud in the meeting, "I will get

back to the asynchronous piece here in a second because it's important." But at least that has the impact of being memorialized and recorded. So then not only do you have a document that said, "Hey, we agreed once we reached our position on topic A that we were going to move to topic B. You agreed to that when we all set the table. And then see the recording from June 1 where we reached our consensus on that point." Those are some of the ways that I would encourage you guys to consider it. I understand those are structural tweaks and changes that may or may not be challenges.

In terms of the asynchronous piece, I think that you're absolutely right. I think that in order to get work done efficiently, so much of it has to happen in that asynchronous kind of like between plenary meeting sessions. That's really up to what works for your leadership team, as well as your support staff. I think a good example to draw on is watching the EPDP Phase 2A right now. I am certain Hadia knows firsthand—she sits in that group—so much work is done offline. Then just as an observer, I then can see the amount of work that the org side and the leadership side are doing in preparation for the plenary by organizing all of the comments and the thoughts and the positions that have happened in the asynchronous space. So it's hard, though, because it creates extra layers of effort and work in a world where everybody's worried about bandwidth. So I think that that's also something you guys have to balance out for yourselves.

JONATHAN ZUCK: I guess I'm trying to raise these questions in the context of your course as opposed to trying to make you answer them now. I apologize. I don't

want to hijack Hadia's call. So it's more like can we think about those things as part of the discussions?

MELISSA PETERS ALLGOOD: Sure.

JONATHAN ZUCK: I think everything you're saying is great. I really want to make sure that it's something that you're able to think about and kind of pose to the group as a whole, as a part of this. Because even the concept that such things are necessary, like memorializing a decision and things, you provide a very valuable service as being an outside authority on these things. And I think that—

MELISSA PETERS ALLGOOD: I don't know about authority but maybe a point of view.

JONATHAN ZUCK: A lot of consultants have made a lot of money by coming in and just saying what they were told to say. I'm not suggesting that but I just mean that I think it's important that some of those things are dealt with and thought about. And maybe that customization can be a discussion that you lead or something like that.

MELISSA PETERS ALLGOOD: Yeah. That's what I was thinking, Jonathan.

JONATHAN ZUCK: You don't need to answer all those questions, but the fact that they need answering, showing a couple of the examples from what they're doing with the project management software or with the preparation for meetings, what that looks like, and so that people see, "Hey, that looks good, that looks like too much, that's too structured for us." I don't know. Just things like that. I guess I'm just suggesting that would be great to have some of those might be a part of your presentation, even though I know you're already trying to cover a lot.

MELISSA PETERS ALLGOOD: Well, and to that end, though, my whole goal is to make it valuable to you guys. It's just me by myself with my camera on anyway, but my whole goal is to make it valuable—hi, Jonathan—for you guys. So I think that all of that makes sense. What do you think what would happen if rather than doing a breakout after the presentation, which I will also tweak, make no mistake, based on the feedback, but then we do have that discussion? I posed the questions and having provided some other color and insight help you guys have a dialogue amongst yourselves about is there value to this? Should we continue to evolve our structure, or do we not need it and why and go that direction?

JONATHAN ZUCK: Possibly, yeah. I just know that it's a challenge that we face in the At-Large because we have such a heterogeneous group of people. So I think it makes sense to raise those issues as important and help people have some thought. We're working on a charter for the CPWG that I

drafted, and a lot of what I've been looking at is more frequent polling as a way to kind of get temperature of the room and say, "Okay, this is where we were. This is what we thought our consensus was." And I know that some are concerned about us voting and that they want to go to something like the IETF with the humming and things like that. I think that those are good things to discuss. And then in some of these other things you're describing like sussing out the interests, in addition to the positions, is there a graphical way to talk about that? Are mind maps useful? Again, I'm worried that—I know you're going to do a lot to tweak your slides—but it's a lot of verbiage right now.

MELISSA PETERS ALLGOOD: Right.

JONATHAN ZUCK: So is there a way to get people to think about some of that stuff in a more visual way?

MELISSA PETERS ALLGOOD: I actually have an example that I use. I have an example that I used in the working group chair training that it is not ICANN related, but I think that it really drives home when I'm talking about positions versus interest, and it literally is as simple as you and I are going to dinner. I say I don't want Italian and then you have a choice at that point. You can drill down and asked me all these questions and we can come up with 15 reasons why I don't want Italian food that range from health reasons to I ate it for lunch. Or you cannot ask me the questions and then make

assumptions, and we have a far less productive conversation because we're talking past each other versus getting down to whatever it is that motivates the person and addressing that. That wasn't very articulate but I actually have that mapped out visually and it received good feedback, for whatever that's worth, from the GNSO team about understanding the difference between positions and interests. I think that interests are where we have a lot of—

JONATHAN ZUCK: Yeah.

MELISSA PETERS ALLGOOD: We have a lot of opportunity with interest to get creative, because positions can oftentimes be top level, feel binary, whereas interest can be multifaceted and that's where a lot of creative solutions can be found.

JONATHAN ZUCK: Sure.

HADIA ELMINIAWI: Also, I think that if we do go ahead with breakouts, this could be helpful in coming up with ideas in relation to how to structure your group in relation to problem solving, and maybe also ideas in relation to the facilitator itself. The breakouts are always good, not only because they keep the participants interested in the topic, they keep them engaged rather than just listening, but it is also good because it allows the

participants to come up with their own ideas and their own system but they think could work best.

MELISSA PETERS ALLGOOD: Thank you, Hadia. Well, what happens if we do this? Please, this is just off the top of my head. But what if we take some of these concepts and challenges that you're wrestling with, Jonathan, and we don't have to call it the CPWG, of course, we can just call it Working Group X or whatever, but we make that the basis of the breakouts? And then we see where the group says they have listened to whatever it is that I've had to offer and they apply their own experience and their own lens and their own thoughts to it, and then we see where they land. Would that be a value?

JONATHAN ZUCK: I think it could be. I think it would be of value to this group for it to be a given that we need to memorialize decisions. So starting there, and so structuring a conversation about how to do that presupposes that we should do it so that the normative component of that is as part of that conversation, and I think that's critical. I haven't pulled anyone but I don't know that it's something that people are focused on as being important. And so, making a breakout about it might serve a dual role, not only making them feel included in the buy-in to what the solution looks like but also helping to convey subliminally that it's in fact something important for us to figure out.

MELISSA PETERS ALLGOOD: Do all of you on this call—so, Cheryl, I'm really looking at you and I know you're multitasking like crazy over there—do you agree that memorializing when decisions have been made is something that's of value and needs to be looked at? Oh, and you might be typing in chat. Okay. I got a "Hell yeah." All right, Cheryl. You guys know I'm bad at reading the chat when I'm talking so I do apologize for that.

Well, I think that those are easy tweaks on my side, and if you think that that would be impactful and valuable then let's go that direction. That's fine with me.

JONATHAN ZUCK: Yeah. It might be a good topic for a breakout. Again, just rhetorically, having people talk about it will help convey it's important, I think.

MELISSA PETERS ALLGOOD: Totally. Is this session set for 90 minutes again? Are they always 90 minutes?

HADIA ELMINIAWI: Yes. Because we think more than that, you would actually lose the participants, and 60 minutes does not allow for much. So yes, it is 90 minutes.

MELISSA PETERS ALLGOOD: Okay. I think 90 minutes is great and I'm always inclined to want to give people a few minutes back, if possible, then go over. So I think that that makes total sense. Is there a date fixed for this session?

HADIA ELMINIAWI: Well, no, but usually we do it on the first Monday of the month. So if we look in July—let's take a look at the calendar.

MELISSA PETERS ALLGOOD: The first Monday in July is a U.S. holiday.

HADIA ELMINIAWI: Okay. So that won't work. So it could be the following. That would be the 12th of July.

MELISSA PETERS ALLGOOD: The 9th is the Friday of that week. So do you want to keep it on Monday? The following Monday would be the 12th.

HADIA ELMINIAWI: Yes, exactly.

MELISSA PETERS ALLGOOD: Okay.

HADIA ELMINIAWI: So does that work?

MELISSA PETERS ALLGOOD: Yes. I can do Monday the 12th. And I know you rotate the time zone, so you guys will just let me know whichever setting it gets. That's fine.

HADIA ELMINIAWI: Exactly. The reason actually for focusing on Monday is it's one of the days that actually has the least number of calls and sessions so it allows for more participation. If you take Tuesday, Wednesday, or Thursday, those are usually really full.

MELISSA PETERS ALLGOOD: I think all of that is lovely. It makes total sense to me. Is there any other feedback for me? Cheryl, do you have anything else? I don't hear so I won't take any more of your time, Hadia.

HADIA ELMINIAWI: No, thank you. This was very useful.

JONATHAN ZUCK: Cheryl says it's all good. I don't know if it's a play on words or not.

MELISSA PETERS ALLGOOD: I know, right? Anyway, Hadia, I didn't mean to interrupt you. Thank you, guys. I will sneak out of your meeting and leave you guys to it.

HADIA ELMINIAWI: Thank you. You're more than welcome to stay on the meeting. We just have like one more item and that's it.

MELISSA PETERS ALLGOOD: Okay. All right. Well, thank you very much, guys.

HADIA ELMINIAWI: Thank you.

CLAUDIA RUIZ: Thank you.

JONATHAN ZUCK: You might have muted yourself, Hadia?

HADIA ELMINIAWI: So we are still on the capacity building webinars. I will just give you a brief about what Sandra sent and we have it here. So the title of the webinar is Intercultural At-Large Virtual Workshops. It's a series of webinars that address inter-cultural aspects as they relate to At-Large. So the webinar starts by giving an overview about the necessary information to work in an inter-cultural organization.

The aim of the workshop is mainly to help us understand each other's challenges. And the focus of the first webinar will be communication, the art of small talk. Like, what are the dos and don'ts, what topics

should never be touched, that sort of stuff. Typically, the webinar would include a member from each region who would speak to the topic. So that's basically Sandra's suggestion. And again, it would be a series of webinars. So we start, for example, with the art of small talk, and then maybe the next webinar would be about what is expected from a community leader or how to dress and eating manners, stuff like that. I'll stop here. So what's your feedback?

CHERYL LANGDON-ORR: If I can just jump in. Sorry.

HADIA ELMINIAWI: Yes, Cheryl.

CHERYL LANGDON-ORR: I'm very comfortable with that. Sorry, my audio is not too loud. [Inaudible] the audio. But I'm comfortable with that approach.

HADIA ELMINIAWI: Okay. Thank you, Cheryl. Jonathan, you have your hand up. Go ahead.

JONATHAN ZUCK: Thanks, Hadia. I guess I'm also interested in how to coax points of view out of folks from other cultures as well, so that it's not just about things you should say or how to communicate. And maybe this is embedded in that, I don't know. But I think that cultural differences play some role in us not hearing from as broad a spectrum of voices as we might

otherwise hear from people that stay silent. I found this in teaching classes around the world that there's certain groups of people that you ask, "Does anybody have questions?" and a bunch of hands go up, and then other cultures no hands go up, and you need to almost offer up questions to see if they're interesting to people. So I don't know if this idea of how to encourage discourse by others is a useful component.

HADIA ELMINIAWI: Okay. Certainly, it is. I think the webinar would tackle this in a way or another. So it also would tackle things like how do you approach a person you would like to get to know. What you're saying is not exactly that. But actually, you would typically have an At-Large member from every region, and that member would actually be able to speak to what you just said. So maybe we could ask Melissa or we could ask Sandra to incorporate that, but definitely the idea is to get the point of view of each region. So the idea is not exactly to tell them what to do and not what to do, or what topics you should never touch, or the culture in relation to like the volume or speed or tone. But the idea is to let actually each region speak about itself in relation to that.

JONATHAN ZUCK: Maybe there's this notion of if we're asking them a set of questions about their culture, maybe group dynamics are a part of one of the questions. In other words, what are the group dynamics or group characteristics in that culture that differ from one-to-one communication?

HADIA ELMINIAWI: Okay. So maybe that's one of the questions we should ask.

CHERYL LANGDON-ORR: Can I jump in? It's a real risk of looking at harmonization here and making some errors. I think we need to recognize the differences. As I just put in chat, there is not a view, a harmonized view. There's actually competing interests in the region I come out of. Trying to have cultural training even within sexes of APAC is a challenge enough, and even recognizing that is important. Where there is the take the least line of resistance the least offensive way forward, even that learnings would be worthwhile.

HADIA ELMINIAWI: Absolutely, Cheryl. Let me tell you one thing I was thinking about. For that, I was actually thinking of changing a little bit what Sandra is proposing. Sandra is actually proposing to have someone from each region talk about the culture or the art of small talk in relation to his or her region. What I find challenging about this is that you will have one person speaking about a region. And as you say, Cheryl, in one region, you could have different ways. As Jonathan said, there's not only one culture in this region.

So I was thinking that maybe the better way forward in relation to this is actually to have five groups or five breakouts. You would typically have this leader who was supposed to be doing the presentation. Instead of doing that, he would be maybe the leader of that breakout session. That breakout session would typically include members from the region, and they would selectively come up with their thoughts and ideas, and then

maybe the leader or someone else would present that. To me, that would fare better than having one person represent the region in relation to the topics that we're discussing. What do you think, Jonathan?

JONATHAN ZUCK: That sounds good. I share Cheryl's concern that a regional breakdown is, in many ways, a little bit arbitrary. Because it's not like there's across the board European way of doing things or Asia-Pacific way of doing things or something like that, as much as there are cultures or ethnic variations. As Cheryl said, I'm not trying to boil the ocean, but it's a way to get the conversation started. But there might just be some brainstorming on how to hear from more people, engage more people in group situations.

HADIA ELMINIAWI: Agree, Jonathan. That was also my concern about having one person talk about the culture of a region, which is, as you rightfully say, there's not one African way of doing this or one European way of doing that. You're absolutely right. The region definitely does not have one culture. Cheryl?

CHERYL LANGDON-ORR: I'm really needing to focus on the briefing I'm getting from ICANN Legal in the other channel at the moment so you don't have too much of me.

HADIA ELMINIAWI: Okay. Maybe we can talk about this further on the list. If we all agree, we could actually suggest to Sandra that rather than having one person present about the region, in relation to those I would say sensitive issues, it's better to have a group from the region talk to this. And maybe the outcome does not necessarily to be, "This is our guidebook, this is how we need to do it," it's just informative. It's not necessarily the only right way of doing things. Okay. Let's take this over to the list and talk more about it, and then we could actually get back to Sandra in relation to the document that she sent. It's also on the wiki page.

If we could go back to the agenda. I think we're done with this topic now, with the At-Large Capacity Building Working Group Webinars. We have one topic for October which is about the DNS Abuse Users Education Program. I don't know if we want to talk about it today or maybe later. Jonathan?

JONATHAN ZUCK: I don't know if I have anything new to say today. We're talking about maybe trying to create a subteam and have an offline conversation about the collection of resources. This came up in the context of the ALAC/GAC meeting about getting some GAC representatives involved in a small team as well. I don't know whether or not this is falling on me to lead or not, or if it's going to be in the outreach team's bailiwick. I continue to prod and coax it, but right now, there's nothing new to report.

HADIA ELMINIAWI:	Okay. Actually, the webinars to be one of the arms of this group. Will this group focus only on webinars or—
JONATHAN ZUCK:	Well, maybe. I guess I haven't even thought that far along. Because I think there are a bunch of components, one of which is webinars that we might deliver, but one is maybe a webinar that we package for delivery by others. Maybe we delivered ourselves a couple of times so that there's examples that people can refer to, but that instead what we're trying to do is say, "Hey, here's the translated version of the script ALS in Spain. Give this webinar." Because the point is to reach as many non-involved end users as possible, right? It's not about just getting into our normal communications channels but making this happen—leveraging those communication channels to have webinars happen at a local level and delivered by people that we've empowered with resources, for example. I don't know if that's this team or not right. But I think that certainly, as we try to deliver a couple of webinars as example, the audience for those might be future teachers. My mother was in ESL and she spent most of her time teaching people to teach English as opposed to teach English, if that makes sense. This could be similar, right? It could be a webinar on how to teach users how to protect themselves or something like that.
HADIA ELMINIAWI:	Okay, makes sense. Let's think more about it. So we move now to Any Other Business.

JONATHAN ZUCK: I'll briefly bring up what I did on the last call. Is there some value to us reserving a time that people can come on and share what they're trying to do with their presentations as a group? Just an informal thing. I don't know whether to call it a webinar so much as a workshop. But that if people want to share things that they're trying to do or ways they're trying to represent things or tools that they're trying to use or whatever, I could try to help them. I'm not even doing a very good job of describing it, unfortunately.

HADIA ELMINIAWI: No. I think this is a very good proposal. But how do we put it in? We make the time for it, like a monthly time for it? How do we go about it?

JONATHAN ZUCK: Well, I guess I was talking about leading up to 71. So maybe it's too late for ICANN71. It's very amorphous in my head, I apologize. It's a less formal—it could be a monthly thing. But it was more in the lead up to a meeting, there are people that are having to do slides as they introduce their sessions and moderate and creating a place for those folks to come together and say, "Hey, this is point something about making, here's something about presenting them," and having a small group of people that provide feedback on that or small rehearsals or something like that. I don't know what form that should take but this seemed like the call to bring it up.

HADIA ELMINIAWI: Why not? I don't think it's actually too late for ICANN71 because people would normally be just working on their presentations now. This would be the time, if they actually need help, to ask for or if I need to rehearse what they're going to say, that'll typically be the time for it. It's not too late for that.

JONATHAN ZUCK: I'm happy to do it if we can schedule it. I can put that out there.

HADIA ELMINIAWI: Because we don't have interpretation during the first, do we? If maybe someone from staff could advise in relation to interpretation?

CLAUDIA RUIZ: I'm sorry. What day are you referring to?

HADIA ELMINIAWI: We are referring to June, before definitely the ICANN71, if we are going to have a webinar for people to share their presentations, ask about if they want to improve them or if they need advice in relation to their presentations. It's like a workshop led by Jonathan.

CLAUDIA RUIZ: One second. Gisella, do you have the dates for interpretation for June?

GISELLA GRUBER: Yes. Sorry. Hang on. My apologies. As I said in the chat, we could set something up for the 7th of June. So the intersessional week, when we already have what to expect at ICANN71 on a Monday, on the Tuesday, we have the EURALO session which is a two-hour session. And then on the Wednesday, we have a 90-minute session, outreach engagement session. By all means, I would suggest getting the date and time rather sooner than later just so that we reserve interpretation. But there shouldn't be a problem next week. Thank you.

HADIA ELMINIAWI: Thank you, Gisella. Jonathan, what day suits you?

JONATHAN ZUCK: I can probably do that Thursday. What is that, the 10th?

HADIA ELMINIAWI: Yeah, exactly. I was looking at Thursday as well.

JONATHAN ZUCK: My day looks wide open. So whatever time you think would be the easiest for most people to attend.

HADIA ELMINIAWI: So again, we have to refer to staff here. What's the best timing for participation?

GISELLA GRUBER: Hadia, this is Gisella. Apologies. I didn't put my hand up. Wikis are being very slow and not opening. What I suggest is just checking what time we had our last one. If I understand correctly, this will be presentation-based. So we can see what time we offered our last one and then maybe go for the other rotating time then, the opposite one.

HADIA ELMINIAWI: Okay. Works for me. Jonathan?

JONATHAN ZUCK: Sure. That's fine for me. This is less of a presentation and more of an opportunity for people to share what they're trying to do and for me to provide kind of presentation support or something like that.

GISELLA GRUBER: Jonathan, this is Gisella again.

HADIA ELMINIAWI: Yes, go ahead, Gisella.

GISELLA GRUBER: If I may and just to get the ball rolling, I think if we set the day of Thursday the 10th of June and we just look at the time when the last one was done, although I fully understand it's not the same, Jonathan's not doing actual presentation on how to prepare presentations but this will be more of a workshop to people. Let's us get the date and the time. Again, if this helps, it is not the time that we did last time, but

interpretation confirmed. And the usual, Jonathan, if you could kindly just send me a brief description, just again, for people to understand exactly what you've said. It will be great that we can get it out to the list. Thank you very much.

JONATHAN ZUCK: All right. That sounds good.

HADIA ELMINIAWI: Okay, great. So the action item here, Jonathan, you would be spending to these other descriptions and the date is set on the 10th of June. We need to update the wiki page as well, and we're done. Thank you, Melissa. Bye. So if we're done with this item as well, we need to decide when our next call is.

GISELLA GRUBER: Hadia, this is Gisella.

HADIA ELMINIAWI: Yes. Go ahead.

GISELLA GRUBER: Just with regards to the next call, if we could do biweekly, on the 10th of June we're thinking of having this webinar by Jonathan to help [if he's free] then it's the ICANN week. I think the week after the ICANN meeting, people tend to get back on their feet and getting back into their daytime jobs. So the week after the ICANN meeting is 24th of June,

interpretation is available. But maybe if we did this on the 1st of July, and then that would allow the prep for the—sorry, just because you mentioned the date earlier on. Just to see that we're all set for the webinar which we're going to be holding on the 14th—

CLAUDIA RUIZ: The 12th of July. Gisella, your audio is a bit muffled to the interpreter. Sorry. If you could maybe [inaudible] a little bit.

GISELLA GRUBER: My apologies. Is that better?

CLAUDIA RUIZ: No, it's actually worse. Sorry. Okay. So we'll schedule it for the 1st of July, the same time. Correct, Hadia?

HADIA ELMINIAWI: Yes, correct. And we have Melissa on the 12th. That's where it sits.

CLAUDIA RUIZ: Perfect. Thank you. We'll get that set up.

HADIA ELMINIAWI: Okay. Thank you all and have a good day. Bye-bye for now.

CLAUDIA RUIZ: Thank you all for joining the call. This meeting is now adjourned. Please enjoy the rest of your day.

JONATHAN ZUCK: Thanks, folks.

[END OF TRANSCRIPT]