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DEVAN REED: Good morning, good afternoon, and good evening to everyone. Welcome to the At-Large Capacity Building Working Group Webinar Team call on Thursday, the 8<sup>th</sup> of July 2021 at 19:00 UTC.

On this call today we have Maureen Hilyard, Cheryl Langdon-Orr, Hadia Elminiawi. And from staff, we have Gisella Gruber, Claudia Ruiz, Melissa Peters Allgood, and myself, Devan Reed on call management.

We have Spanish interpretation on today's call and our interpreters are Paula and David.

We have received apologies from Joanna Kulesza and Heidi Ullrich from staff.

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

HADIA ELMINIAWI: Thank you so much. Welcome all to the At-Large Capacity Building Working Group Webinars Team call. So if we could have the agenda, please.

So here's the agenda. We will review the action items from the previous call. And then we have with us Melissa Allgood. She will be speaking about the At-Large Facilitation Skills Webinar that is taking place this Monday. And then we will review the At-Large Capacity Building

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*Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.*

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Working Group upcoming webinars. Then Claudia or Abdulkarim or both of them will be updating this in relation to the expert survey update. And that's about it. If you all agree to the agenda, then it's adopted. Seeing no hands up, the agenda is adopted, and let's go to the action items.

So we have Claudia to schedule next webinar on the 12<sup>th</sup> of July. That's done and the invitation is already sent out. Also, we have Claudia to schedule the next Capacity Building Working Group Webinar Team call and that's taking place now. So that's done as well.

From the previous call, actually, we had preparing anonymized registration data that we actually never worked on. So maybe we could discuss this a little bit today. But then let's go back to the agenda.

Okay. So now it's the final review of the next Capacity Building Webinar with Melissa Allgood. So I think Melissa is with us today, and I think it's best that Melissa goes through this action item with us. So, Melissa, the floor is yours.

MELISSA PETERS ALGOOD:

Thanks, Hadia. Nice to see all of you. As you may remember, before ICANN71, which feels like a really long time ago to me, I don't know about you, we went through the Facilitation Skills deck and I heard your feedback. Specifically, I heard Jonathan's request loud and clear for discussing how to memorialize consensus and how do you capture that and how do you share that.

So what I did was I took the deck that I had shared with you before and it leans heavily into the Consensus Playbook. We talked about two tracks, skills for individual facilitators, and then building a collaborative group process. And so we go through all of those. What I've added in based on the feedback is when we start talking about memorializing consensus and I share ideas, I'd like to open that up for a brainstorming with the group to see if my ideas work for you guys and if there are other ideas out there, I thought it was an opportunity. If there are other ideas out there within your community, other things that may work for you.

So from there, we're then going to go to breakout rooms and the breakout rooms are it's a two-part scenario. I'm using the closed generic issue—Cheryl's probably laughing at me—but the first part of the scenario is going to be you're presented a group that's deadlock a third, a third, a third functionally. And it's going to encourage participants to brainstorm based on what we've talked about and their own skillset, how do we break this deadlock, what kind of questions should we ask, what kind of steps for the facilitator to take to start to apply some of the skills and critical thinking about these issues in general.

Then the second part of that's going to be okay, so the group landed on consensus on this point. We've got there somehow. How do we memorialize it? Because the way that it's landed is it's not wrapped up with a pretty bow. Like many times we have functionally a base level agreement but there's still a lot of open questions that feed into the why and the how of this issue. So how do we will memorialize it? How do we move on from here?

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So the session is scheduled for 90 minutes. As I have been practicing my presentation part of it, it's right at about 22 minutes. And then I figure we'll have, hopefully, a fairly robust kind of dialogue around memorializing consensus, why is that even important, etc.? Obviously, opening it up for questions, and then we should still have plenty of time. Cheryl, did you want to say something? You're off mute.

CHERYL LANGDON-ORR: Sorry. Perhaps it's just me putting something down. I didn't mean to come off mute at all.

MELISSA PETERS ALGOOD: No problem, no problem. And then we'll come back together and do a knowledge share. As Hadia noted, the last time I met with you guys, it is a lot of information, but I do feel pretty confident that we can get it out there and make it tangible within the 90 minutes that we have.

HADIA ELMINIAWI: So thank you, Melissa. As I understand, actually, the main difference between what you're telling us today and last time is actually the ways to preserve the memory of consensus. That's actually what we have added, right?

MELISSA PETERS ALGOOD: Exactly.

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HADIA ELMINIAWI:

Yeah. And I think this is really important. And to some extent, we usually think that preserving the memory of consensus is more of the role of—it's the chair or the co-chair or the leader who should actually do that and maybe participants should really pay much attention to this. However, what I understand from what you're saying about that it's not only the leadership who should actually keep track of the memory of consensus but it's actually the whole group together, right?

MELISSA PETERS ALGOOD:

Yeah. I think that it's really a combination of the two. Functionally, to memorialize the consensus, you have to have a leader that asks the question and that makes the statement. It appears we have found a consensus position around X, etc. But then talking about giving people the opportunity to give feedback to that definitely involves the group, but also where does that land. Many of your meetings are recorded so the fact that you verbalize it, there's a recording and a record there. But where else can it live? Where else can it live so that in our next meeting, we don't rehash all the decisions we made the meeting before and we now jump off from where we left off, if that makes sense.

I have some ideas about including it in your agenda so that you can top level hit it before—"hit it" meaning address it—you know, at our last meeting we agreed to hit this X. This is the top level summary of what we agreed to. We are moving on to Y. And that naturally starts to frame how your discussion moves forward versus we naturally can get stuck in that concept of re-litigation because people feel very passionate about their points and they don't want to let them go, but sometimes people don't necessarily know that the conversation has been stopped and that

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consensus has been found and you're moving forward. So I think that there might be places in your workspaces that they can also be memorialized, that you can have for every group running consensus position that people can quick reference, if you will. So those are the kinds of things I want to talk about.

Jonathan, I know you've thought a lot around these issues. So I fully expect that you are going to be robust in your sharing on Monday. But I really like to get that in front of your community, not only for their feedback but also to get them thinking about these things. Get them thinking about living in a world where we start to use some more definitive language to help us all get on the same page. Rather than—I might leave a meeting feeling like consensus has been reached but Maureen might not. And that's very much going to change how we both approach the next meeting unless it has been stated and memorialized in some way, shape, or form. So that's my thought, Hadia.

HADIA ELMINIAWI:

Thank you so much, Melissa. It makes sense and it is very important indeed. So are there any questions to Melissa? Any interventions? Jonathan, do you want to take the floor?

JONATHAN ZUCK:

Sure. I'm happy to speak up and it's really my hope not to do any kind of too much intervening in your expense, and it's really your session. The funny thing is that you're kind of an expert at something until you join a group, and then you're just part of the group. And it's a strange phenomenon. I mean, it happened when I went from being a software

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developer to being a lobbyist. The speed with which I lost the credibility of being a world renowned software developer and was just the mouthpiece was almost instantaneous. And so it's a rough thing. I made a career often coming into companies to tell them things that somebody inside the company was already saying. And so part of what you bring to this is the voice of an outside authority that I think is intrinsically valuable, plus the kind of formal pedigree to back it up that most people in the community don't have. They might have some sort of experiential experience. It's helpful. So I think there's value.

Like I said, I don't even know that all your ideas about how we memorialized consensus need to be perfect, right? I think it's great that it's an open conversation. I think the fact that you talk about it as if it's something that needs to happen will already represent a form of progress in the community. So I'm just excited about you having that conversation as if it's something everybody knows needs to happen, if that makes any sense.

MELISSA PETERS ALGOOD: It does. It does. It's all about framing, right, Jonathan?

JONATHAN ZUCK: Exactly.

MELISSA PETERS ALGOOD: The other question that I had for you guys, specifically about the breakout sessions, I wanted to try something slightly different. In sessions past, we've tried to share a Google Doc and sometimes that

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works, sometimes that doesn't, all these things. What I thought I might do different this time is the closed generic session is I have it on a Word doc, I thought I would drop it into the chat. Now, I recognize this has become an issue with your audio, your people on the phone. So that's why I want to talk to you guys about it. I thought I would drop the document in the chat, and then in the session we might be able to use Jamboard, if you're interested, because the way that I have crafted these scenarios, it really is a brainstorming. When I'm asking questions like, "What should the facilitator do? What questions should he or she ask? What ideas do you have?" I mean, that really lends itself to using those sticky notes in Jamboard and kind of just popping those on the page. Does that work for your community, knowing that you do have people on the audio bridge, etc.? What are your thoughts?

HADIA ELMINIAWI:

I can start and then leave the floor to the group. So I think it works. I think also we've tried it before, I'm not sure when, but actually using Jamboard—the Jamboard is actually very interesting and engaging and it's actually the participants' focus. I would say it works. But then that's what I think. Let's hear the rest of the group. Cheryl is also agreeing.

MELISSA PETERS ALGOOD:

I can answer Jonathan's question in chat. Yes. We've all had plenty of time to play with Jamboard. And the nice part about it is that the way that I am proposing using it is very straightforward and kind of easy to step into. So if you guys want me to incorporate that into the breakouts, which I think really could help make it feel more interactive—you guys

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know I don't love that passive slide. No offense to your meeting. The agenda slide is a bit crazy. The same thing in the breakout session. So I was trying to kind of get away from having just the document shared on the screen. So I think this could be a good way to make it more interactive and dynamic. I can coordinate with Gisella and your At-Large team about making that work. It sounds like you guys are all on board.

HADIA ELMINIAWI:

Yeah. Thank you. I think that's a great idea. Again, I can't remember when we used it, but when we did, it was actually fantastic. It was so engaging and it helped people just put their thoughts out there. Thank you for this.

I think it is possible also for people on their phones to participate as well. It does not limit. Being on your phone is not actually limiting your participation, I think.

MELISSA PETERS ALGOOD:

Okay. I appreciate that feedback because I've never been on the phone bridge so I don't have any frame of reference.

HADIA ELMINIAWI:

I'm almost sure it is possible to engage and participate through your phone when you're having a Jamboard or using sticky notes. Yeah, it's possible.

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MELISSA PETERS ALGOOD:       Awesome. And to Maureen’s comment, I think that that—Gisella, I don’t want to speak for you—my goal would be to have as many staff as possible to run the Jamboard, so I think we’re on the same page there. I think that Gisella and I can have a conversation offline about the infrastructure of that, how many RSVPs we have. I try to make sure breakout rooms are under 10. Eight, I feel like it’s kind of my magic cap, if possible. Just to make sure that some of our community members who might otherwise be a little quieter, a little less apt to speak up, have the opportunity to feel comfortable and to engage.

HADIA ELMINIAWI:               Okay, great. Sounds good. Are there any other—yeah, Jonathan, go ahead.

CHERYL LANGDON-ORR:       Not soon enough.

HADIA ELMINIAWI:               Cheryl? Okay. I’m seeing no hands up. Thank you, Melissa. I think this will be a very interesting webinar, and very useful as well. I’m looking forward to it.

So let’s go to the next agenda item which is the At-Large Capacity Building Working Group webinars. If we could have the—thank you. Can we scroll down a little bit?

Okay. So we have on Monday, Melissa. And then on the 27<sup>th</sup> of July, we have Justine Chew and Satish Babu are organizing an APRALO

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introductory webinar on IDN. Actually, Justine reached out to me in order to—we actually set the date together, which is the 27<sup>th</sup> of July. Justine wanted to have this webinar during the first half of July, but then we had Melissa already scheduled so I suggested to have it on the 27<sup>th</sup> of July. Gisella actually has been coordinating with Justine. So maybe Gisella can give us an update where do we stand because obviously Justine couldn't join this call because of the time. It's now 2:00 AM or something over there. So maybe, Gisella, could you give us any update about Justine and Satish's webinar?

GISELLA GRUBER:

Hi, Hadia. There seems to be an echo. We are at the stage of now setting up the meeting room. When we initially got this request through, I just made sure that I responded giving them all the technicalities of this, of which kind of meeting room they wanted, whether they wanted registration, etc.

So what we're doing now is we're setting up the Zoom meeting room and sending them the registration link on the 8<sup>th</sup> of July for the meeting on the 27<sup>th</sup>. Justine and Satish are finalizing the invitation to which we will add the registration link. This will, no doubt, go out early next week. Pardon me. Satish and Justine will send out the invitation with the registration link and this will give us a couple of weeks ahead of time. So we're pretty much set on that side.

As I said, we are only doing the logistical side of it. We are very fortunate to have Justine and Satish dealing with this. So they have done all the

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background work and looking forward to the webinar on the 27<sup>th</sup>, and assisting them with running it. Thank you.

HADIA ELMINIAWI:

Thank you, Gisella. I'm not sure now. Is this only an APRALO webinar, or would this also be included here as part of the Capacity Building webinars? Because when Justine reached out to me, she said she wants it to be not just an APRALO webinar but part of the Capacity Building webinars. That's why we set together the date of the 27<sup>th</sup> of July. But now I'm not sure. Is it only an APRALO or is it going through the Capacity Building webinars?

GISELLA GRUBER:

My understanding was that Justin was going to confirm with you that it could go through the Capacity Building webinar series and be added to our list. That's only just to give it more of a global outreach, as in we'll send it to all the lists. While we have Emily Taylor and—sorry, bear with me just for the names of the presenters. We have Sarmad who is part of ICANN staff, as well as Sarmad Hussain and Emily Taylor, who will be presenting. Even though the webinar is the APRALO webinar, an internationalized domain name, my understanding was that we were going to get it under the Capacity Building webinars as well and cross link them. Then again, the invitation will be sent out to all the lists. So to the five regional lists, as well as the ALAC announce list, and we will post this on social media as well. Registration link has always been very useful to minimize the Zoom bombing on the webinars.

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So my understanding was she was going to confirm that with you. And I believe that you are in agreement with that. So it will be listed under our Capacity Building webinars. So this will be a July webinar which will bring us, off the top of my head, I believe, to the seventh webinar of the Capacity Building Team. Are you in agreement with that? In which case, I'll just make sure to add it to our list.

HADIA ELMINIAWI: Yes. I actually suggested the 27<sup>th</sup> of July to Justine. That's why I was now confused that actually Justine was—the only thing that we are going to discuss it during our next Capacity Building Webinar Team call but I was the one actually suggesting the date. So, definitely yes. If the whole group agrees to that, then let's go ahead and list it. Okay. Thank you, Gisella.

GISELLA GRUBER: Thank you.

HADIA ELMINIAWI: Okay. I'm sure this would be a very beneficial and a very good webinar. It's Justine, Satish, and we have excellent panelists.

Okay. Then August, there is the Country Code Domains and DNS Marketing. That webinar was actually suggested by Natalia. So I would reach out to Natalia. That would be an action item for me in order to see if she still wants to go ahead with this webinar.

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Then in September, we have Sandra with Intercultural Awareness for At-Large. Sandra had actually sent us a description to the webinar. It's actually a virtual workshop. The purpose is to understand other's cultural backgrounds and behavior with the objective to overcome intercultural misunderstanding. Sandra suggested that she'd start with the topic of communication and the art of small talk. Her suggestion was to present the local traditions, rules, behaviors. Again, her suggestion was to have a representative from each region giving a short presentation, describing those or introducing us to the local traditions, rules, and behaviors.

But I think on our last call when we discussed this, the idea was whether is it good to have just one person from the region actually representing the behaviors and rules of that region. Also, for sure, there isn't one cultural behavior or one central rule that governs the region, but you might have a couple, or maybe definitely more rules and behaviors related to a specific region. I think also we discussed that maybe it would be better to have a group, to have breakout rooms. For example, five breakout rooms with participants from each region, and then this group discusses the matter together, and then they come up and present to the rest of the group what they think of the local traditions or rules or behaviors that could serve other regions. I don't know. What are your thoughts on this?

We have actually two ways to go. Either to go as Sandra suggested, to have someone from each region give us a presentation about the local traditions of that region, or to actually have breakout rooms composed of the different regions and have the participants come up together with what they think are the local traditions of this region. Those are the two

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options. And if you have other options, please feel free also to introduce them.

CHERYL LANGDON-ORR : Hadia, Cheryl here.

HADIA ELMINIAWI: Yes. Go ahead.

CHERYL LANGDON-ORR: I just put my hand up because I would love to see any one individual think they could cover the plethora of Asia-Pacific and Oceanic culture in one singular style of representation. There is no single culture from it. So I'm opting for the second and more interactive option. Otherwise, it's going to be particularly flavored in one way or another and it behooves all of the interactive sessions to go that way and also so that they consider the importance of minorities and underrepresented groups as well.

HADIA ELMINIAWI: Thank you, Cheryl. I definitely do agree with you. We need to reach out to Sandra. I will do that. I will write her an e-mail suggesting actually to have a group from the region come up with what they think are the local traditions or behaviors. Then maybe that could be a 20-minute or 30-minute breakout, and then the group would come and present to the rest of us what they actually came up with. If you all agree, then let's put that as an action item for me.

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Then in October, we won't have a webinar because we have the ICANN meeting.

Then in November, we have the DNS Abuse User Education Program. Joanna and myself, we should be working on that.

That's what we have so far. Any other suggestions? Seeing no hands up, let's go back to the agenda, please.

Okay. Now we have the expert survey update. I think we don't have Abdulkarim with us. I did send him a message over Skype but he didn't see it. Claudia, maybe you can give us this update.

CLAUDIA RUIZ:

Devan, if you could please put the link. I'll put the link in the chat here. But if you all just put the link in the agenda, this page was created and it says quick link to survey. You can actually see the survey. Devan, if you could please open the survey.

This is what we came up with. This is from the Excel spreadsheet. It was kind of difficult to make it in a way so we could fill in the blank. I don't know if you guys agree with this. If you can click the link and see if it's easy for you to follow, then we can add the other languages, but it would have to be one Google Form per language. There wouldn't be any way to have them all on one form. I don't know if that makes sense.

So if you scroll up a little bit, the first question is strengthening the security of the domain names and there are the topics. So underneath that, you would fill in an answer with your suggestions. Anybody have any comments on this so far?

HADIA ELMINIAWI: Is it possible to have the different languages following each other? The same Google Doc, you would have the first, for example, two, three pages in English and then the following two, three pages would be in—

CLAUDIA RUIZ: The problem with that is that there are six languages so it would be extremely long and somebody would have to go through six of them to get to the next question.

HADIA ELMINIAWI: And is it possible to have actually—I don't know if it's possible or not—on the first page to have the languages listed and then you can click and then—just go ahead, Claudia.

CLAUDIA RUIZ: That's exactly what I was thinking about doing. Let me get the link. Sorry, everyone. Devan, if you can go back to the webpage. I'm going to put a link in the chat right now.

So that's what I was thinking, if you see where it says, "Link to survey" under there. If you go a little bit further down, Devan. It lists the languages. This has been complete on Capacity Building webinar. It's available in various different languages. I was thinking about just writing them and linking them to each one for somebody to—that was my idea. But again, I'm open to suggestions as we're having this. So anybody, whatever suggestions you might have or any way to make it easier. I

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know the form isn't too easy on the eyes. If you have any suggestions, we're open to hear them so we can modify it.

HADIA ELMINIAWI: Okay. Thank you, Claudia. I think also, highlighting the languages and then it lets you go to the—that makes sense.

CLAUDIA RUIZ: If you guys can please click the link and let me know if it's easy for you to follow or to fill in, if it's easy to understand. If not, we can make some changes so that there won't be any trouble in answering these.

CHERYL LANGDON-ORR: Claudia. Sorry. You're going to have to Skype me that because I'm on my mobile phone. I'm actually in another call as well so I'll do that on my timeframe.

CLAUDIA RUIZ: No problem. I'll send you the link in Skype. Thank you, Cheryl.

HADIA ELMINIAWI: Okay. Maybe we could all try this after the call and exchange opinions over the mailing lists. What does Abdulkarim think?

CLAUDIA RUIZ: I don't know. I haven't heard back from him. I'll reach out to him and see what he thinks so we can maybe start slipping on the e-mail.

HADIA ELMINIAWI: Okay. Sounds good. Thank you so much, Claudia, for this work and for the link.

CLAUDIA RUIZ: Thank you.

HADIA ELMINIAWI: Seeing no hands up, let's go back to the agenda, please. Any Other Business. I had one. At some point, we were thinking of making better use of the registration data and we were thinking how we could actually make use of this anonymized registration data. I don't know if we would like to explore this further. Cheryl I think also was interested in this. But Cheryl is now on another call as well.

Maybe we could schedule this for our next call. We could put it on the agenda for the next call. Exploring how we could make use of the registration data. Because so far, we're not doing anything with the registration data, are we? Claudia, any idea?

CLAUDIA RUIZ: No, we haven't used it. Not to my knowledge. Gisella?

HADIA ELMINIAWI: Cheryl is also saying let's put this item on the agenda of the next call. So let's do that. Then seeing no hands up—thank you, Claudia—let's

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schedule our next call. It could be two weeks from now. When would that be?

CHERYL LANGDON-ORR: Just make sure you check it doesn't clash with the GNSO Council call.

CLAUDIA RUIZ: It's the same day. It's the 22<sup>nd</sup>, which is the GNSO Council.

CHERYL LANNGDON-ORR: That's what I thought. This one's slightly out of sync because I normally am not rushing nowadays. It's my fortnightly NomCom Implementation Review call, which I now end. So there's something out of sync on this call I think. Not clashing with GNSO Council, if possible, because I can't do three calls.

HADIA ELMINIAWI: That's 18:00 UTC also. 17:00 UTC, is that possible, Cheryl?

CHERYL LANGDON-ORR: Sure. Anything is possible.

HADIA ELMINIAWI: Is it clashing with anything on your schedule?

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CHERYL LANGDON-ORR: Okay. Just let me look here. All right. Of course, it's 3 AM. Who gives a damn? Obviously, no one else.

GISELLA GRUBER: Hadia, I have a suggestion. Maybe we could do the following week.

HADIA ELMINIAWI: Okay, that's good. The 29<sup>th</sup>.

GISELLA GRUBER: Yes, we could do the 29<sup>th</sup> at 19:00 UTC then, or 18:00 UTC?

HADIA ELMINIAWI: 19:00, is that better? For me, both times are good. So just let's see the rest like Cheryl, Maureen, Jonathan, Barack. Okay, 29<sup>th</sup> of July, 19:00 UTC. Great. Cheryl and Jonathan are confirming. Okay. I guess Maureen also, that would work for her. So our next call is on the 29<sup>th</sup> of July at 19:00 UTC. Thank you, Maureen. See you all on Monday.

CHERYL LANGDON-ORR: Sorry. If you did want to make it 18:00, that's also fine. 4:00 AM, I start my day anyway. I do work at 3:00 AM. 4:00, I'm happy to do. That way you, it wouldn't clash with the NomCom fortnightly. It could be an hour before.

HADIA ELMINIAWI: Okay. But on the 29<sup>th</sup>, 19:00, is that good for you, Cheryl? If it is then—

CHERYL LANGDON-ORR: The 29<sup>th</sup> at 19:00, I have my normal [inaudible] of fortnightly NomCom call. That's okay. I can do either way. All I'm saying is if 18:00 works for you all, then 18:00 is also okay. 18:00 to 20:00, I don't have a clash. But I will manage a clash, it's not a problem. Two clashes, I can do. Three, I cannot.

HADIA ELMINIAWI: Again, as I said, 18:00 works for me, 20:00 works for me. So let's see the rest of the group. If you prefer 18:00—let's see Maureen and Jonathan.

JONATHAN ZUCK: Say that again. Sorry. When?

HADIA ELMINIAWI: 29<sup>th</sup> of July at 18:00 UTC.

JONATHAN ZUCK: Anytime the 29<sup>th</sup> is okay for me.

HADIA ELMINIAWI: Okay. Maureen?

MAUREEN HILYARD: Yes.

HADIA ELMINIAWI: Okay. Thank you, Maureen. Okay. So 29<sup>th</sup> of July, 18:00 UTC. Thank you so much. See you on Monday. Bye-bye.

**[END OF TRANSCRIPT]**