
CHERYL LANGDON-ORR: We thought we would take less time on the general agenda and just get straight to item four because we do have our volunteers and Sandra here. We wanted to value their time as much as possible.

HADIA ELMINIAWI: Okay, great.

CLAUDIA RUIZ: Good morning, good afternoon, and good evening to everyone. Welcome to the At-Large Capacity Building Working Group team call on Wednesday, the 24th of November 2021 at 19:00 UTC. On the call today we have Hadia Elminiawi, Maureen Hilyard, Sandra Hoferichter, Vanda Scartezini, Cheryl Langdon-Orr, Abdulkarim Ayopo Oloyede, Alberto Soto, Claire Craig, Joanna Kulesza, and Yrjö Lansipuro. From staff we have Heidi Ullrich, Gisella Gruber, Melissa Allgood, and myself, Claudia Ruiz, on call management.

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 channel. We have received apologies from Olivier Crépin-Leblond, Amrita Choudhury, and Jonathan Zuck. With that, I now hand the call over to you, Hadia. Thank you very much.

HADIA ELMINIAWI: Thank you so much. Welcome all to this dry run of the Intercultural At-Large Virtual Workshop. Thank you, Sandra, for preparing this for us.

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And a big thank you to all of our volunteers. Thanks a lot. So, I hand over to Sandra for item four of the agenda. Sandra, the floor is yours. Thank you.

SANDRA HOFERICHTER: Thank you, Hadia. Can you all hear me? Super. Okay. Before I start with the preparation of our little webinar, can I ask our staff to check if the volunteers that agreed to be on the call today are already on the call? I have, I must say, lost a little bit the overview of who volunteered. I know that only APRALO was not able to participate tonight.

GISELLA GRUBER: Hi, Sandra. Just to say we have Marita Moll as I've seen her. Just [entered], we have Claire Craig. We don't yet have Lilian for LACRALO but we do have one LACRALO member. We have Yrjö Lansipuro and we have Abdeldjalil Bachar Bong. I thought I saw him. Bear with me. I have him on Skype. We are busy dialing out to Pastor Peters. So, Lilian and Pastor Peters missing for now. Just bear with me while I get you an update on them. Thank you.

SANDRA HOFERICHTER: Okay. Thank you very much. So basically, we have almost all regions present. I think that's pretty important in order to get the full picture of how to conduct small talk. Just to introduce very quickly why I came to this idea, to start with the art of small talk, I think that is something that we might have a little bit out of exercise over the pandemic because with the virtual meetings, small talk is not on top of the agenda. But

then we are going back to physical meetings, we might need to refresh our skills a little bit and we might also be in the possibility to meet new people that we haven't met or would like to get to know. Sometimes—at least that's the way I feel—it is a little bit difficult to start a conversation and you don't know really which topic you should start or how you should start. Or even if you want to enter into a more serious discussion, sometimes these are the fault. It's really important in order to build a minimum of trust level between two parties.

I would not conduct that or my idea is to conduct this webinar or this workshop, not in a way that someone is giving a presentation and telling you, "This culture exists and this culture is like this and we should avoid here and we should avoid there." But I really think that it should be something very interactive within our own community, just listen to each other and to listen to each other's experience and not following a super trained coach who knows basically everything. I would like to encourage everyone to prepare a maximum of two or three slides with some illustrating images or maybe a video that describes a situation pretty well. If I'm allowed to share my screen—could I have hosting rights, please? Then I would show you what I basically mean.

HADIA ELMINIAWI:

By the way, for AFRALO, we're basically looking for two volunteers, one from the English speaking part of Africa and another from the French speaking part of Africa. Luckily enough, we do have two volunteers, one French speaking and the other is English speaking.

SANDRA HOFERICHTER:

That's good. I understand the challenge that it's difficult to cover an entire region with one person. If I look at Europe only, since we have Yrjö who is a Finnish nationality on the call, the Northern European mentality is pretty much different from what it is in Italy, for instance. So, Yrjö will possibly hardly be able to cover an entire region from his own experience, or maybe he has some experience but it will obviously not be only his behavior in the Nordic countries, but he could maybe try to cover it. This is basically what I would also ask all the others to be as broad enough to cover your region and not only your country. This is important, because otherwise, we end up with a thousand speakers and too many information. So you should be able to generalize a little bit to your region. It may be point to differences that are existing between the countries within the region as it is, for instance, the case also for Europe.

You should see my screen with one slide. This is basically the cover slide only, which I would like to start this workshop. This is a slide that I prepared—basically, I found it in the Internet—for to today. I would encourage you to look for equally situations and pictures that illustrate a situation pretty good. It could be a video, it could be a comic, it could be a picture from your own collection or something. These kinds of things are always very illustrative and they help to get engaged. And then you should be able to make a small, let's say, presentation but not to [follow] the presentation along those questions. These are: what are the dos and don'ts in a small talk? Which topic you should never touch in certain cultures? How important or even sometimes less important is a small talk in your region for building trust? Or is it just something to do as a matter of politeness? Also how sensitive is culture with regard to

speed, tone of the voice, irony, and volume? I think there are a lot of differences that we should at least be aware of, and of course, then should respect so that everyone can behave according to the root of another nature but we should be sensitive about it. And then also very important, what could you do to approach a person you would like to get to know? I think we all had this situation that you said, “I heard this person speaking in a session today but what she said was very interesting. I would like to continue the discussion but I don’t know her. How can I approach her possibly as a reception? How can I introduce myself? And how could I basically open such a discussion?” I don’t ask you to answer all these questions one after the other but these questions should be your guiding line on which you describe your situation and what you would basically like to say.

Then, of course, your talk should not be longer than, let’s say, 10 minutes or 15 minutes maybe maximum. And then there should be space for Q&A so that questions can be asked, but we have to be mindful with the time. We have 90 minutes. So if we cover like five or six regions and have for some regions even two speakers, we have to be really very efficient in this respect. I encouraged the regions to work together. So to say, if you have an English speaking and the French speaking from the AFRALO region, it would be possibly good to have this or merge this presentation in one so that both can speak, highlight the differences but also find the common ground for this region.

If everything is successful—I mean, that’s a pilot and we want to see what are we going to do with such a session. One idea is that we have a second session on exactly the same topic and come up with policy guidelines, so that people who are kind of new to our community and

would like to warm up a little bit, that they can get guidelines. But it shouldn't be too serious, there should be a lot of fun be involved. So even if we come up with guidelines, if those guidelines are strict with a lot of funny pictures, that's exactly what we are looking for.

A second way of moving forward could be that we do not look into guidelines, we just have the webinar or the workshop as it is and everyone can watch it on ICANN Learn or wherever. Then we just continue with other topics like how to dress or eating manners or hierarchies in certain cultures and communication and these kinds of things. In the outline that was sent to you, I shot already a lot of possible topics, I'm sure there are more that can be identified. Since it's a pilot, you're all of course invited to come up after this pilot with ideas how to develop that further. I don't want to be the conductor of all this. I want to be the inspiring person that has kick started this process, which should then live from itself so that it can repeat it multiple times by multiple communities wherever it is needed, and maybe also sometimes as a sort of icebreaking exercise at the beginning of a ICANN meeting once we are back to normal. I stop here and remain open for your questions and comments.

One thing that is important for the webinar, everyone should switch on the camera, not only when speaking but all the time as I do. Because this is really something when we're talking about intercultural communication, we should see each other. That's good. That's very nice of you. Thank you.

HADIA ELMINIAWI: Sandra, are you handling the queue?

CLAUDIA RUIZ: We have Vanda with her hand up. Vanda, Marita, and then Hadia.

SANDRA HOFERICHTER: I would suggest staff is doing this because I might lose the overview who was first.

CLAUDIA RUIZ: Okay. Vanda, please go on.

VANDA SCARTEZINI: Okay. I like the first experience many years ago, it was quite interesting. I believe we can repeat now some of those experiences. One point that was made quite interesting in the face to face, of course, but anyway, we can test also is to really approach the person, maybe we can do this even in video, to start your talking with someone for the other region just to express how do you approach or how do you really have a small talk with people from a different region? Maybe, for instance, with the APRALO and LACRALO people, something like that, or from regions that are not in constant contacts and may have really different approaches and culture. Thank you.

SANDRA HOFERICHTER: Thank you, Vanda. I think that's a very good proposal for some sort of breakout session that we then merge different regions where they get

into a direct exchange. That could be something, for instance, for the follow-up session. I think in the first one, we will have possibly not even enough time to listen to everyone from the many diverse regions that we have. The question comes up regarding the slides. I just started them today. I will polish them a little bit at one more slide on the purpose, and then I will of course distribute them to all of you. Who is next?

CLAUDIA RUIZ: Apologies. Marita Moll, you can take the floor, please. Thank you.

MARITA MOLL: Okay. Thanks. Hi. Thank you, Sandra, for answering my first question already. You will send that information out. I just wanted to reiterate that I understood correctly for the next meeting, which is I think next Tuesday, you would like us to prepare a brief slide deck, a couple of slides, three or four slides that address some of those questions about five minutes worth. Is that correct?

SANDRA HOFERICHTER: Yeah. A slide deck could be also a video. And if you have nothing and you just talk, that's also fine.

MARITA MOLL: Okay. I see that Gisella said it's Monday, not Tuesday. Sorry. Got it.

CLAUDIA RUIZ:

Thank you, Marita. Hadia, you can now take the floor.

HADIA ELMINIAWI:

Okay. Thank you. Thinking about what you just said, Sandra, I think it is important to start with thinking, what do we have in common? What is the common ground that we all have? And this would be the, I would say, safest type of conversation as actually to use the common ground. So maybe starting by saying if we were attending a meeting, for example, how did you like the meeting? Asking about the meetings, the sessions that we were attending together or maybe the agenda or maybe looking at the schedule, which things are you interested in. If you want to know more about the person, like someone who you would like to know or know more about. I think areas also include talking about the weather, maybe support. I think we should avoid stuff like what keeps you busy, what are you doing? Questions related to culture, politics, or religion. Trying to be as general as possible. That's it for me. Thank you.

SANDRA HOFERICHTER:

Thank you, Hadia. You're absolutely right. We should identify commonalities. Possibly we can identify them better once we have listened to everyone. Because when I did a little research on the art of small talk, I found out and I can also tell from my experience, there are people out there that hate small talk. We should take that into consideration such as, "I don't want to talk to you about the weather, the schedule and how the meeting was." They'll get totally pissed off if you approach them this way. This should be taken into account also that

these kinds of people are not unfriendly per se. They are just different in this respect. We should maybe also find some recommendations after we have listened to everyone how to deal with when you get such a strong reaction from someone and how to continue with this person in the future. This is possibly also something I wouldn't start with this because we cannot assumption that the weather and the meeting agenda are good topics per se. Definitely not for people who hate this kind of conversation.

CHERYL LANGDON-ORR: Okay. I think it's much better now.

CLAUDIA RUIZ: [Inaudible] you again. Thank you.

CHERYL LANGDON-ORR: Thank you very much. Okay. Perfect segue, Sandra. Because what I wanted to say—and I appreciate the not liking small talk—is that probably if some of the participants can bring out some of the golden rules that work in their particular cultures, that would help. For example, I'm predicting that out of Asia Pacific, you will hear that there are many cultures in Asia Pacific where it is not a matter of just approaching someone. It is inappropriate through different class structures within the society for simply going and without an invitation or without certain protocols being followed to engage in such a thing as small talk. So I think that will help when some of that is brought out.

But we can also perhaps share—and this is where I hope Melissa will be able to assist us with—taking what we hear from all of these people in our workshop, and then perhaps developing it into some lovely little tricks of the trade. But one trick of the trade I desperately want to help people understand and that’s the art of acting because I act friendly. I look like I care about the bloody cricket and I couldn’t give a shit. I detest small talk with a passion. I actually leave most meetings with people who love me and only going, “It’s all right terribly leave you alone. We know you don’t actually play well with others.” And yet, in the meeting, people come to me to say, “Could you introduce me to that speaker because...?” I have practiced it. I’m good at it. It’s a skill. And the fact that I do know a lot about, it only means I can BS my way through. Well, whatever. Yeah, I know more about people’s families, the clothes they wear, the sports they follow. Do I care? Hell no. But I can pretend and I can be very, very polite about it. And I walk out of the room with a big smile on my face trying to hide this, “For God’s sake, I need a vodka. That was bloody awful.” And hide your face. It will take me straight to the bar. Okay. That’d be lovely as an outcome. And by the way, you’re all smiling. Remember what Sandra said, make it fun. Don’t swear, however. Remember what is amusing to some culture will be not amusing to another. So an abundance of caution and abundance of politeness and to develop a really good acting skill can often help with this small talk business.

SANDRA HOFERICHTER:

Thank you, Cheryl. If we have presented like you, that will be really a fun session. Because I think the first session will be really just to collect experiences and comics, presentation, funny videos. And we should

draw our conclusion in the second part. I realized this was basically what Hadia suggested in our calls that we had earlier on in the e-mail exchanges that we have to come up with some sort of conclusions, recommendations, whatever, that is at the end helping us to cope with either those who don't want to engage with us so how we continue because we know we have such people at ICANN. We do know we have them and we should basically try to find some of those to speak in such a session and explain to us how we can approach them if not via small talk. That would be basically very interesting. If some of you knows such a person or have ever talked to such a person, then please share this experience, how you deal with those people who are a little bit grumpy in our communication.

CLAUDIA RUIZ:

Next in the queue, we have Melissa. Melissa, please go ahead.

MELISSA PETERS ALLGOOD:

Hi. For those of you that don't know me, I'm Melissa Allgood. I sit on the Policy team, but I float around and do conflict resolution and all kinds of things. So thank you for allowing me to join you today. Cheryl, I haven't laughed that hard in a while, so thank you for that.

I'm getting back to the structure of your session. I apologize if you guys have already talked about this in your previous conversations and e-mail exchanges and whatnot. But I just listened to you talk about what you're trying to present. There's a format that the ccNSO uses that I think could be really beneficial structurally to have these conversations. They use it in their ccTLD News sessions. I don't know if any of you join

those. But what they typically do is on whatever their topic is—obviously, you have your topic here—they do 8- to 10-minute presentations from various vantage points, also tracks with what you guys are doing.

Then the second part of their session, they do a facilitated dialogue. And what we always do in that, sure, some questions come up naturally and parallels, but we always arm that facilitator with some canned questions or like points of connection to kind of what Cheryl was getting to in terms of driving outcomes and driving some sort of toolkit that then allows the conversation to really move and not have it be potentially dead air or relying on your audience to drive that. Anyway, I apologize if that isn't something that you're interested in or you're beyond that, but this formula has been used session over session in the ccTLD News and it's consistently really robust and it consistently gets pretty good feedback. So it might be a fit for what you're doing here. Thanks.

SANDRA HOFERICHTER: Thank you, Melissa. I'm really curious to learn about this. If there's some recording available for such a session, possibly you can share it with us. That would be cool. So that we know what you were just talking about. I also feel that could be something to follow up in the second step. What I hear from you, most of the things seem to be very clear for the first session and we are already entering into the planning of the follow up, which I consider is really good.

CLAUDIA RUIZ: Perfect. Next we have Yrjö. Yrjö, you can take the floor, please.

YRJÖ LANSIPURO:

Thank you. In some cultures, small talk is not that much appreciated. I think the Finnish culture is one of those. But as Sandra said, I tried faithfully to represent the entire Europe. But on the other hand, I don't think that we should make too much about the intercultural differences because we are all human beings. I think that inter individual differences count for a lot. So, it's not automatic. You can assume that somebody coming from country A is silent and country B talks a lot. It could be the other way around. I think that there's a good sort of maximum, a good rule that comes from the old days of the telegraph. The telegraph operators used to say that when you transmit, be conservative, and when you receive, be liberal. That is to say, be a little bit careful with your input, but then be ready to accept almost anything from your counterpart. So, yeah. I'll stop here and continue. Thanks.

SANDRA HOFERICHTER:

Thank you, Yrjö. I think you showed us a way how to cope with this diversity within one region. You are right. It's difficult to compare or to cover Europe with a Finnish experience and talking about what's happening in Italy. So possibly the better approach is, while we do have regional representation to share individual experiences on that day and rather speak about cultures that do not appreciate small talk too much, while others do or does not connect this to the country per se but to the individual. I think that's possibly the better approach. I will try to make that clear in the intro slide that we are not stereotyping any country or any region because this is not possible but that we are rather looking into the different types of people and how to deal with them and when

being connected with them. That's the same what you just said with the old telegraph. I heard this already and I think that should appear on one slide. Maybe you can use that when you are talking. I think many people notice already. I know it for sure and I think it is absolutely the right place to make people aware of this in this context.

CLAUDIA RUIZ:

Thank you. Marita, you can take the floor, please.

MARITA MOLL:

Thanks. I want to pick up on what Yrjö was saying. There are introverts and extroverts in every culture, and they're going to approach people in a different way. So it's a bigger part of the equation as culture is. Then there's also the gender issue. We're talking about approaching strangers here and women are going to do that in a very different way from men [inaudible]. So I'm not sure when we're preparing what we're going to say, where are we falling? Where are we concentrating there? Is it just differences in culture or should we be talking about these other things?

SANDRA HOFERICHTER:

I absolutely agree, Marita. I would take that also down as an outcome of this call that we don't look into regions and countries, but rather into individual introvert/extrovert, this kind of thing.

CLAUDIA RUIZ: Next in the queue, we have Hadia but I think Hadia put her hand down. You're speaking on mute, Hadia.

HADIA ELMINIAWI: Okay. Yes. Thank you. First, I think it's okay to have people that do not like small talk. I don't think the aim of this session is actually to make people love small talk or those who don't want to engage in any conversation to go ahead and do that. It's just for those who actually would like to engage in small talks and know people, how could they actually safely do this. I've never thought about what Marita just said that men and women would have different approach. But maybe yes, right. But I never really thought about this.

Then I had another question in relation to Melissa and her facilitation skills. Could actually this be also part of our upcoming session? Could we give Melissa like 5 or 10 minutes to engage with us, help us through? I don't know. Sandra, what do you think?

SANDRA HOFERICHTER: Absolute. As I said, I would like this to be a session that grows from its own, from the people that are forming the session. And I don't want to be the conductor. So if anyone has an idea how to follow up on this, that would be absolutely perfect.

CLAUDIA RUIZ: Okay. Thank you. Next, we have Alberto Soto on the Spanish channel. So please one moment while the operator takes over. One moment. It

appears the interpreters cannot hear him. Claire, if you can take the floor, we'll try to fix Alberto's line in the meantime. Thank you.

CLAIRE CRAIG:

Sure. I wouldn't bother to say more anyhow, whatever. I really like the idea that we are having the session because I think that it is an important consideration as you have people coming together from different cultures.

One of the things that I wouldn't like us to recognize, however, is that something like this is quite bad. And even as you spoke about the different cultures that can exist within one region, similarly, as we bring all of us together from globally, there are so many things that we can take into that I think we should really try to keep it as tight as possible so that we get a good generalization about certain things. Because if we try to get into all the different nuances, we can all leave quite confused, not understanding even basic minimum about what may be required in a particular culture. So yes, I liked what Melissa said about the whole facilitation. So at the end of this, what are we really trying to achieve? What are some of the threads that have come across as the different volunteers speak about their areas?

So in the LACRALO, there are two of us who were supposed to be speaking. One is from Latin America and I'm going to be speaking about the Caribbean context. But even in the Caribbean, we are so different. So therefore, we really need to recognize that there are some key small things that we want to get across in the session that are important for

persons to understand about us. So that's what I wanted to share at this point. Thanks.

SANDRA HOFERICHTER: Thank you very much, Claire. This goes also into the direction how to overcome this issue of having too many speakers telling too many different things and not covering a region. You are right. We should probably try to identify the minimum things that can apply for a region as such, for instance. That would be good if that is possible. If not possible, I mean, we have to be very efficient in this session with so many speakers and if you allow some space for Q&A. So that's really up to the presenter to focus. I fully trust that you will be able to do this.

CLAUDIA RUIZ: Okay. Thank you all. It looks like we are done with the queue. Alberto has lowered his hand. Oh, go ahead, Melissa.

MELISSA PETERS ALLGOOD: Sorry. I popped in there. Again, kind of coming late to the party so I apologize. Is the thought that at your session on Monday, it really is this sharing of information and an immediate question asking whether that's after each presenter or all at the end, however you plan on doing it. And then as we listen to what we hear, we start to find those threads. I thought thread was perfect, Claire. I'm with you on the threads. We start to find those and then we're going to take that into a later session and a later kind of more robust dialogue. Is that the plan?

SANDRA HOFERICHTER: Exactly. On Monday, we just listen to each other and ask question for clarification or a funny question. I said it should be not so serious and to make something out of what we have heard should be subject to a second workshop, breakout, whatever the format is.

MELISSA PETERS ALLGOOD: Lovely. Okay. I just wanted to make sure I was understanding because I was getting a little nervous about Monday, in all honesty. Is that next session on the books already? Is it going to be December? Is that going to be after the holiday period? Do we know?

SANDRA HOFERICHTER: We haven't yet discussed a date because we wanted to see how the pilot goes. This was all very short notice, bringing out the call for volunteers, getting the volunteers together, the prep call, immediately followed by the other call. I would give that actually back to Hadia who is the chair of this working group, what her plans are in the overall Capacity Building Working Group. But yes, we haven't yet set a date. But, Hadia, maybe you have an idea already.

HADIA ELMINIAWI: It's definitely not this year. It would be 2022. We haven't set a date yet. We need to discuss this and look at the calendar and see what days are feasible or available. Also, optimally speaking, we need some more time, not like this one. But we wanted to go ahead with this session before the end of the year in order to prepare for what's coming up in 2022.

CHERYL LANGDON-ORR: It strikes me because I've been talking to people for, well, a long time. My long dead parents would have said I came out of the womb talking. But that being said, I think it's important as part of what we do and it may come up on the Monday session or it may be something we need to pick out in terms of the weaving in the threads, etc. But to remember, ultimately, whoever you're talking to, be it a one to one or a one to a hundred thousand, everyone's human usually in the room. And it's that humanity aspect that humanizing aspect that is often going to be your saving grace for building up your own skillsets and comfort. But also keeping in the safe zones and not causing international incidents. Trust me. I have literally called international incidents. But their stories I can share with you some other time. It was deliberate. Okay. So knowing how to be good at it doesn't mean it's always fluffy and nice. Because if you've got the tools, you can also turn these things on and I have, quite literally, caused international incidents. Again, a story for another time.

That being said, when you're talking to a king, a queen, a president, a prime minister, a government, all the elevator operator, there a few things that will put you in good stead. And I come back to recognizing each other's humanity, being caring, being polite, being engaged, being interested. I think if we can start to pick some of that out as well within those norms and then look at some tricks of the trade. For example, when I have worked and I have worked in highly gender structured environments, it was not at all uncommon for me to take a pic mail along. Nobody else knew that I was the boss. That's all right. I just use

my pic mail. And I gave them a little CD and key [inaudible] and that was very nice.

There's another thing. I often actually have very highly trained male counterparts. They're not just it, but they do serve a purpose as well but that was in my younger days. Sorry. Knowing too much about me again, ladies and gentlemen, my apologies. The other thing I just wanted to draw out on is there is an old saying, we used to see certain religious people always travel in pairs or small groups. And there's a good reason for that. If you're going to be an edge breaker, go out in missions and all that sort of thing, and sometimes in these very quick social interchanges, these icebreaking exercises, that companionship is also quite handy. So in a highly gendered environment, having a male/female pairing going around, talking with people—so host and host testing, for the want of a better word, or two females together will often feel more comfortable. It can be quite the opposite, if it's two or three males trying to approach a female. So there are tricks of the trade that you can sort of draw out that will help people build up their confidence.

And I just wanted to make sure that we remember more talk is also often short talk and try and get everything into the elevator pitch. Not fast, but short. If someone wants to know more, they will ask you for more. So don't try and give people every piece of information you have on the following subject as [inaudible] or for the next 25 minutes. But do say, "I thought about so-and-so." Leave that as a pause and I'll either say, "Oh, do tell me more," or not. Thanks.

SANDRA HOFERICHTER: Thanks, Cheryl. I see Alberto is back. Shall we try with Alberto again?

ALBERTO SOTO: I agree whether Cheryl's words about a man and a woman because if there are two women, the other person will never talk again with two women. Okay. That was a joke. I've traveled with my wife and you have seen her. I'm going to make some kind of comparison between virtual and face-to-face meeting. Individual meetings we first study. We study the culture, the language even though we might not speak that language, the language of the place where we go and how they dress because it's not polite to see a tourist woman, a visitor woman, in short pants, for instance, if the other women are completely covered in the face-to-face meeting and the same will happen in the virtual meeting. When we tried to find out the language, we learned some nice words in the local language. And so if there was a woman in general, my wife was the first to break the ice. So she's nice and that was one of the ways we had to break or to use as ice breaker. Thank you.

SANDRA HOFERICHTER: Thank you for that, Alberto. I think that summarize that pretty well. And also you gave a nice example on what can happen if the small talk really went well. I was not able to follow the chat, so if there are any questions in the chat that I did overlook, would you please point me to them? Or the person who was asking could raise again. Hadia has her hand up I see.

HADIA ELMINIAWI:

Thank you, Sandra. I was wondering if the why has a role here, like why do you want to engage in a small talk? For me, I never thought of the one I'm engaging with a small talk with if she's a woman or he's a man, it's always the why for me. If we are standing in a queue and I would engage in a small talk with whoever is in front of me or behind me, it's not based on whether he or she is a man. It's based on other elements related to like the situation we are in together. So yeah, this is what I just wanted to share. Thank you.

SANDRA HOFERICHTER:

Well said, Hadia. Just taking note of it because this was the slide I was still missing and I have not prepared but will have been ready for. And I sent out the presentation, my four slides, on the why. I could think of different situations, in particular, in the ICANN environment as situations are, for instance, when you take a seat before a session starts and you're just waiting and the person next to you, you want to say hello, you want to be polite. This is such a typical situation at ICANN. You don't know the person so how could you enter in a small talk also? As a reception, you heard the speaker, you want to know more about the speaker, and you want to approach him somehow. This is another situation. Or you are queuing and you're standing for 30 minutes with the same people next to you. That's also another not only opportunity, some people just feel more comfortable if they can talk in this moment and don't stand there like being left alone. It can also give you some sort of security if you are alone, but if you have 10 people to talk to, if you are queuing or waiting or in whatever situation you are, this could also help everyone to overcome a situation of insecurity. These are the situations I would like to summarize in one slide, why we would like or

should like to engage in small talk and what kind of situations this can be. So yes, that will be sent to you later on. I was just not ready for today.

CHERYL LANGDON-ORR:

Can I just make one final point? I know time is our enemy here. And that is that there's a change that many of us, even the more experienced and dare I say more extroverted amongst us, are going to have to manage as we go to a new normal for even face-to-face meetings. That is some of the tricks of the trade or skills are simple tools. Working off people's cues, including facial cues. Our facial cues are very different in this environment. We will be masked, and so we need to consider that you cannot see as much about what I'm saying or what I'm doing or what I mean when my mouth and face and everything is covered. In fact, I have to put a lot more work into my eyes to draw you in and to engage you. Even though you can hear my voice perfectly well, the work I have to put in the top part of my face is deliberate. But the [inaudible] things as well.

SANDRA HOFERICHTER:

That is well said, Cheryl. To be honest, I don't know how to overcome this issue. Maybe we can have a separate session on how to speak with your eyes and with your body.

Okay. If there are no questions from you, I would like to ask those who volunteered to be a presenter next week. Is everything clear for you? Do you know what to do? Or is something unclear? Because we won't

have another call. I also don't expect the follow up much by e-mail. Is there anything unclear for next week?

If this is not the case, then I said I will prepare the three slides that I showed already. We'll send them around. And then I would suggest we go with one region after the other and we start in the alphabetical order. That would mean we start with AFRALO, APRALO, EURALO, LACRALO, or NARALO and LACRALO, or something like this. That would be my suggestion. Now I see two hands up. I don't know what's first. Let's say Claire.

CLAUDIA RUIZ:

Claire, please take the floor.

CLAIRE CRAIG:

Just a quick question. So since there are two of us presenters for LACRALO, I assume it would be good if we can get together and decide what we want to present. But if we are unable to do so, how much time should we take? Seven minutes each, something like that, which includes questions? How do you see that working out for two persons in the same region if we don't have one presentation?

SANDRA HOFERICHTER:

Claire, that's a good question. I think we have to have a final look at the list of presenters to see how many we are, and then just distribute the time in a fair manner, so that if you have two presenters per region, it's clear that they can't just share the time of one. Otherwise, it makes no sense. So let's have a final look and get out a sort of a timeline. I just

take note that this will be another slide or another note that I will send to you that we are distributing the time. Here I would need the help of staff to send me the list of final presenters.

CLAUDIA RUIZ: We have one hand up. Hadia?

HADIA ELMINIAWI: Thank you. I raised my hand for the same reason because for AFRALO, I think we will have two presenters with two presentations. One of the presentations will be in French and the other one would be in English. So I don't think that we will have one presentation. So it's basically what Claire was just saying. Thank you.

SANDRA HOFERICHTER: Hadia, I take note while you were speaking. Anything else someone would like to raise?

CLAUDIA RUIZ: I'm not seeing any more hands.

SANDRA HOFERICHTER: Okay. Then I have clear guidance, how to follow up, prepare, what to send out. And I hope you have also all clarity on how to prepare. That would be it from my side. I'm looking very much forward to make that session happen.

HADIA ELMINIAWI: Thank you so much, Sandra. We are at the top of the hour. Melissa, do you want to have a final word here?

MELISSA PETERS ALLGOOD: Melissa needs no final words. Good luck on Monday. I will be there as any sort of support that I can offer on behind the scenes magic. Based on the numbers that you guys have shared, I would encourage all of your presenters to try to aim for eight minutes or less because some are going to go over, honestly, and then that's still going to give you ... If you aim for eight minutes, two presenters per RALO, then you still have 40 minutes, which will likely turn into 25 minutes for your Q&A. So that would be my suggestion. I know eight minutes is a weird number. But again, going back to that ccTLD news model, which I will make sure I get you the links. I've actually already slacked [inaudible]. It's just later in Germany where she is. But I'll make sure that you get those to see that format. They typically do 8 to 10 minutes. You can get a lot of information in 8 to 10 minutes. That less is more a highlight concept like Cheryl was referencing earlier. So that's it for me. Good luck. I look forward to it.

HADIA ELMINIAWI: Thank you so much. Sandra, if there's nothing else to discuss, we could end up this call. Good luck to all of us on Monday. Let's follow up through e-mail. We shall be expecting the presentation during this week, right?

SANDRA HOFERICHTER: As soon as I have the list of presenters, I will finalize the four slides that I will prepare that will open the workshop. This will be sent to you this week so that you have the weekend to look at this.

HADIA ELMINIAWI: Very good. Thank you so much. Thank you. Thank you all. Goodbye.

CLAUDIA RUIZ: Thank you.

YRJÖ LANSIPURO: Thank you. Bye-bye.

[END OF TRANSCRIPTION]