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CLAUDIA RUIZ: Good morning, good afternoon, and good evening to everyone. Welcome to the At-Large Capacity Building Working Group Team Call on Thursday the 16th of December 2021 at 18:00 UTC.

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

Before we begin, I would like to remind everyone to please state your name when taking the floor for the transcription purposes. And also just to let everyone know that ICANN is doing a systems update right now, working on the VPN. So if, for any reason, the calls is interrupted, we will try to get everyone back as soon as possible.

Thank you all very much. And with this, I turn the call over to you, Hadia.

HADIA ELMINIAWI: Thank you so much, and welcome all to the Capacity Building Working Group Workshop's Team call. So let's take a quick look at the agenda. We'll go through the action items and then a debrief on the last Capacity Building Workshop. Then we'll discuss the upcoming workshops and then Any Other Business.

So if you all agree to the agenda, let's go ahead and adopt it. So a review of action items. I think the action items were all related to the Intercultural At-Large Virtual Workshop, and all of these are already

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done. So we go to the debrief of the last Capacity Building Workshop on Monday the [30th] of November, Intercultural At-Large Virtual Workshop. And this one was about “The Art of Small Talk.

Before I hand it over to Sandra, I would like to ask staff about the number of attendees and the number of registrations we got. I was on the call, but I can't really remember. But I think we had a pretty good presence. I don't know if we do have numbers now, but if we don't let's have them ready by our next call. Okay, thank you. Thank you, Gisella. So Gisella will get back to us with the numbers.

Sandra, I would like to hand it over to you, so please go ahead.

SANDRA HOFERICHTER:

Hello, everyone. I'm not so sure if I should take the floor for too long because I'm actually more interested in how you felt the workshop was. Just a very brief assessment from my side. From what I remember, the numbers of registrations and the numbers of attendees was quite satisfying. I mean, for a workshop virtually there, at the moment we basically all having enough of these virtual meetings, I think that was quite good.

And for the sort of presentations, it was basically delivered in a way that that I was expecting it so that it was actually planned. So basically we met our aim to give short introductions. Presenters more or less stuck to the time frame, but were not really able to come to a conclusion or have a have a real open discussion. And that's why I thought a second workshop in this regard might be a good idea for the future. I would possibly ... But I'm not sure how far this is possible.

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I mean, some presenters were really good, very clear, had good slides. And others are just very hard to understand or are a little bit off-topic presenting each and everything. I mean, we should be very clear in what we want and demand presenters to be really focused and precise, to the point. And we should possibly also look for presenters who are very, very good in their articulation and in terms of speaking English because for a broader community where English is not a native language, it's just sometimes hard to understand.

And well, basically, I think we could continue on this small talk and we will see how much the interest is to sort of take conclusions. I have no hard feelings. Another way could be that we just go ahead with another topic. And there were topics on the list like verbal communication or time sensitivity or how to dress, eating MANRS, and these kinds of things. But as AI said here, yeah I'm pretty open to hear about your ideas and your thoughts and what would be most feasible.

Back to you, Hadia. Hadia, you are muted.

HADIA ELMINIAWI:

So I will give the floor to Cheryl and then I will provide also my own insights. But of course, thank you so much. It was indeed a successful workshop, Sandra. Cheryl, to you.

CHERYL LANGDON-ORR:

Thanks, Hadia. A couple of things. I agree with you absolutely on all the points you made, Sandra. I think it's not just the pre-briefing and even the pre-selection of your presenters [inaudible]. But we really need to

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make sure that it is a commitment to do the preparatory work because not everybody who was a present did turn up to the preparatory session. And I think if they had, that would have helped a great deal. I think you can't just commit. You can't have presenters just commit to do it on the day. They have to commit to the preparation of doing it the best possible way on the day. So that might be something we need to look at as we go forward.

And that can be synchronous or asynchronous. If they can't turn up on the particular time, then I'm sure there are ways that we can catch them up, etc. But it also to tech check as well. And asking ... Presenters have to be on and checked 10, 15 minutes before because that's where a lot of the time drop and things go. And I think that would also help us allow people who are not native English speakers to even just PACE themselves slightly slower because it's often the speed as well as the articulation that makes both interpretation and understanding a little bit more complicated.

So I think there are many things that we as a committee need to deal with. So it doesn't matter what the subject is.

But specific to your subject. And your subject was, I thought, just enough. It was enough interest. It was enough fun. It was enough variety. Sure, could have briefed better. Did all of those sort of things that you said. But I thought it very much hit the mark. I'm [unsure] whether we need to do more of that topic or build on that topic of communication, and I'd be interested to have feedback from others on that.

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To some extent, just speaking of small talk longer might not be as productive as to say, “Well, go back and review what we discussed on small talk. That was like a little appetizer to get your juices going. And now kick it into another type of communication as well. Obviously, culturally-related communication. But that’s my knee-jerk reaction. Good job. [Certainly want to] do more. Thanks.

HADIA ELMINIAWI:

Thank you, Cheryl. So I think, as Cheryl mentioned, preparation is very important. And it is important also that all of the presenters address the same items. [Of course], you like ... They would come up with different things. Maybe one of them won’t have much to say on a certain topic, but that’s fine. They need to all address the same things. So going forward, I think we need to put very clear questions or titles for the presenters to address.

And second, they also need to know that they will need to address each and every topic. And also, it is preferable to have a presentation, I think. So even if it’s just bullet points. But it’s also useful to have something on the screen.

I think in relation to small talk, there wasn’t enough time for our presenters, I think. That’s my feeling. And also, we didn’t come with conclusions, as Sandra mentioned. And for that, I think we need to engage altogether in the end, at the end of the session, and try to come with a summary or conclusions. Maybe using a Jamboard. So maybe going forward, each presenter can go ahead and address the topics. And then we could all engage together for, for example, [25] minutes on a

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Jamboard to come together with a conclusion or with a summary with the outcomes of the workshop.

I think what I would do over the break, I will go to the recording. I would go back to the recordings of the small talk session and try to come up with a summary. But again, this will be my summary. Going forward, I prefer that we all engage together at the end of the session and come up with our summary.

I'll stop here. Melissa, any thoughts?

MELISSA PETERS ALLGOOD:

Yeah, I had a few thoughts—thanks, Hadia—in the event that you want to continue with “The Art of the Small Talk.” So what I was thinking you could do for a follow-up session is that you could have one facilitator—likely you, Sandra—and then have the rest of the speakers from the first session as panelists. Sorry, I’m looking at the wrong camera. Perhaps add some additional people to that panel, if you will. And at the top of the session, Sandra or whoever’s facilitating could do a big picture kind of level set of the common themes that came out in the first session.

Because what I really saw was fundamentally, everyone’s seeking connection. Right? And the building blocks of connection are understanding. And how we get to understanding really is built on active listening. Yrjö captured it so well when he said, “Be conservative in what you send. Be liberal in what you accept.” And I have a few active listening slides that are kind of in the kitty if you need those, if those would be of help if you choose to do this.

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But my thought was if you kind of get the group to agree in those building blocks, in those connections—the goal is connection, here’s how we get there—then you can begin a structured conversation around how individuals can move through ICANN’s multicultural meeting setting still staying within the bounds of their own cultural normal. Right? That’s kind of the dance that we’re talking about.

And so what I thought would really be helpful is if you and panelists prepared to share some first-person accounts of what they’ve encountered in the multicultural environment where maybe there was a misfire of communication or something that they didn’t know how to navigate. This is really kind of leaning into the comment that Avri made in the chat during the session.

But if they could talk about something that’s happened to them and how they resolved it, then we can get speakers to kind of speak to each other’s points of view. We can get the inputs from the participants watching. And that naturally can lend itself to maybe drilling down to a short list of tips and tricks—those takeaways—that we can get agreement on at the end of the session. And then we’ve tied it up with a bow. That’s my idea at least.

HADIA ELMINIAWI:

Okay. It seems like a great idea. Sandra.

SANDRA HOFERICHTER:

I also think it would be good to spend some more time on this topic, also, to deliver what we promised—basically to give everyone a sort

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of—I wouldn't call it guideline—but at least a set of recommendations how to navigate in our Internet world. I'll just say I'm not the best person in doing these kinds of grouping and summarizing and Jamboard exercises. I find them good and I really admire if someone is doing this pretty good, but I would hand over this task to someone else because I don't have the set of skills to make it in a productive manner. I am good at writing maybe such an outline or have the idea.

Heidi just said, "Melissa is an expert." Yes, that's my feeling, too. And I also feel that Hadia has some good skills in this regard. And also, it was her idea to come with this recommendation. So I am happy to remain here and helpful, but I'm not the person who is leading and moderating such a session.

CHERYL LANGDON-ORR: Can I just add—

HADIA ELMINIAWI: Melissa.

CHERYL LANGDON-ORR: Sorry.

HADIA ELMINIAWI: Yeah.



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CHERYL LANGDON-ORR: Hadia, can I just [inaudible]? And I'm a fan of Jamboards. Don't get me wrong. But we do have to remember not everybody, not just the facilitator, Sandra, but not everybody either culturally or personally is into the whole agile thing. And not everyone works well quickly in writing. And that is a vital part of the successful Jamboarding.

So when you're doing Jamboarding—and I'm not saying don't do Jamboarding. I'm saying when you do Jamboarding, you've kind of got to do it one or two ways. If you really want to get absolute buy-in an engagement—and like Melissa has done recently with the training that she gives to the leadership—you get them all pre-prepped. You give them lots of time. They've got their little [inaudible] with their cup of coffee or their cold drink. And they can potter through and manage it without the pressure of the meeting. That's her trick of the trade. She's pulled it off beautifully.

If we're going to do group thing stuff, though, then you actually have to recognize that you will have passengers and drivers in that experience. And you need to make sure that what you want for everybody is that experience. It's just fit for purpose. As I say, I'm not poo-pooing it. And even the voyeurism of the passenger or watching the whole thing is valuable. But we need to make sure we're matching what you want as an outcome with the tools you use.

Sorry, boring old woman prattling on again.

HADIA ELMINIAWI: So I have a question here. Are the outcomes that we want to come up with, are they related to regions? For example, AFRALO would have a

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different outcome than APRALO, than NARALO. Or are we looking for a common outcome for all the RALOs, for At-Large? I personally would say we are looking for a common outcome that the whole of At-Large can use.

Sandra.

SANDRA HOFERICHTER:

Yeah, I pretty much agree with you, Hadia. And this also became clear in these presentations that you have introvert and extrovert people across the globe, no matter in which region they live. And finally, I think we have to deal with this kind of personality instead of dividing us by regions. I think the regional approach was a good way of getting a structure into our session. And we can keep that for the other topics as well in order ... Because we as At-Large, we are structured in that way, in regions. And that's just an easy instrument for us to get along in terms of diversity and presenting the entire world.

But for the outcome, I don't think we should go that way and try to put a pattern over regions because with this, you end up into stereotypes which you don't want. And we should rather than say that there are specific issues in each region which no one can know. Or I mean, at the least people will know what the habitats are in the various regions of the world, but if we all have the same understanding of how we behave if we don't know that we ...

I found what Yrjö said as quite valid in terms of being conservative and what you send out and be deliberate in what you receive. So it this is the kind of approach that everyone can agree to and that when you

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handle or when you deal with the person who is not reacting in a way you were expecting that person to react, then this person should have some kind of guidance how to get away from this scenario without losing the face. So I think that's the most important thing, that we all give each other the tools and the opportunities, that no one feels uncomfortable in any situation.

And I think this is the way to go. And only divide ... And two people who do like to talk and people who don't like to talk. I'm not even sure if introvert/extrovert is the right classification because people sometimes ... Even extrovert people are sometimes not in the mood of talking and can be very harsh because something bad happened to them and the person approaching this person could not know. And so rather do it along those lines. I'll stop here.

HADIA ELMINIAWI:

Thank you, Sandra. I totally agree. And I think this workshop could have both. Those who would like to write themselves on the Jamboard or write in the chat, they can go ahead and do that. And those who would like to just speak and someone else would write for them—maybe Melissa or anyone else. Whoever is leading the session could do the writing for them. There shouldn't be one form. It's just the basic idea is to share thoughts and ideas and to come up with something that works for At-Large as a whole.

You know, I've always wondered when I first joined ICANN. Rejoined ICANN, I would say, in 2016 because my first ICANN meeting was in 2001. But when I came back in 2016 and I attended At-Large and found

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those five different RALOs. And I was wondering, why do we need to divide the world into five regions? Why do we need to have five RALOs? Why don't we all work together as end users regardless of the regions? And what I realized ... And I actually did ask this question. And the answer was because it's easier to organize this way. But though it is maybe easier structure wise to have it this way but from a productive point of view, and for inclusion purposes, I think it is better if we can all work together not as regions, but as individual end users from different parts of the world. .

Cheryl. And I'm off point here.

CHERYL LANGDON-ORR:

No, it's not that you're off point. It's actually a very important point. Sorry, I don't want Claudia to type at me. Uno momento. Apparently the interpreters like it when I have my own voice [rattling] through my own head. Maybe it slows me down or something. I don't know. But that's what I apparently have to do. So there you go, Claudia. I remembered. Eh, "much better." Great. For everybody but me. Thank you, team.

All right, that being said, the idea of regional aspects within the entity ICANN is, in fact, a vital part of minimum frameworks, the diversity and in inclusion. So that there are good structural and functional reasons for having that.

But for our own At-Large community, we probably need to remember that, historically, we only formed RALOs quite ...

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No, you can't unmute me. Otherwise I'll have it in triplicate.

As we formed RALOs, we formed them for glorified administrative purposes and little more because we had At-Large structures that were just a global great big bag of cross-regional who-cares-where-they-came-from structures. But as we wanted to grow those, as we wanted to become more [numerate] and organized, it was deemed appropriate to follow what was the existing regional breakup within ICANN and apply it not only to the structure or ALAC, but also into these regional At-Large organizations.

And that kind of got a whole lot of rush or blood to the head of everybody involved, and we for too siloed. I agree with you absolutely. We do need to try and weave all of those beautiful colors with all the wonderful diversity from all of those great regions into a wider At-Large pallet. So absolutely, Hadia. I'm all for that.

HADIA ELMINIAWI:

Okay. Thank you, Cheryl. So if we're looking to our next workshop. So I think we have agreed now to continue with small talk in order to come up with a summary or guidelines or some outcomes that are useful to At-Large.

As for the format and speakers, I think Melissa talked about having our former speakers as panelists. And what else, Melissa or Sam?

MELISSA PETERS ALLGOOD:

If you don't mind, I'll just jump back in, Hadia. It's Melissa. I'm so bad at saying my name for the record. It's amazing that I did that.

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I had just suggested your panelists for continuity from the first session with the concept of maybe adding some additional people. You could have some people on the panel that are kind of like ringers. Those of you in the community that have been doing this for such a long time or in so many other global organizations. Or you can easily come up with a story that would fit into this. “Here’s an example of a miscommunication situation and here’s how I navigated it.” Right? Because ultimately, we’re trying to pull out a list that is best practices, when you really think about it. That’s what those tips and tools are.

So I’m looking at you through my computer—those of you who have been these things for quite some time—that maybe you might want to volunteer or voluntell your friends who you know have these types of experiences to be able to lend those kinds of examples because I do think that there needs to be a transition.

I’m so glad to hear you guys talking about the regional silos—I feel like we saw a lot of that in yesterday’s session with the leadership—and some desire to work through that. Some kind of hesitation in various points. So I think that it’s great that this group is recognizing that.

So we learn how every region does it, the way that they communicate kind of the norms. But what does that really mean when you get into a multicultural state? So perhaps some of your first session speakers won’t have those examples. I think it’s worth going back to them and asking them if they do just out of respect and, again, continuity. I don't know what that looks like from a timeline of when you're trying to have the second session, but some interesting things were said by some of your speakers that I’d like to hear how they navigate it.

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Certainly, as we heard from some of your community members from the African region and kind of their cultural norms. I think, especially, I think a lot of us, our ears perked with some of the gender-related cultural norms. And that's very different in a global kind of environment. And how do they navigate that? And what does that look like and feel like?

So I think that's where I would jump off and do it. I'll stop there.

HADIA ELMINIAWI:

So what about sending out an e-mail to the RALOs, maybe the RALO chairs. And then the RALO chairs pass it over to the RALO asking about volunteers who actually do have stories to share about miscommunication situations and explaining that this would be the At-Large intercultural awareness workshop. Maybe we could get—

CHERYL LANGDON-ORR:

Let me ask. Sorry, it's me again. And hopefully you can hear me better. I've switched systems. Not headsets, just the way they're connected. Is that any better? Yell at me if it isn't. But can we ask for case studies rather than volunteers because volunteers think they're going to present. And I think what we need are the examples not more presenters.

HADIA ELMINIAWI:

Okay. Definitely, yes. Okay. So let's go out an e-mail about case studies that they could actually share. And maybe we could do this before the

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break so that people have time to think of case studies that they could share with the community.

And optimally speaking, we're looking for, again, five case studies from the five regions. Correct? But also, we actually do want to have time this time for a group discussion after each presenter has actually presented his or her case study. So we need to make sure that we do have at least 30 minutes for that.

Sandra.

SANDRA HOFERICHTER:

I agree that we could send out something before the seasonal break, but be aware, for me, tomorrow is my last day in the office and everything that comes in now might be ignored until the beginning of the year. So we should be aware that we have to send a reminder at the beginning of next year.

And whether we call it case studies or whatsoever, I'm fine as long as we get a little bit more quality of the presentations. But I understand for our next session we are more looking into collecting the knowledge, and I like the approach what you, Hadia, proposed that you come up with a summary which is a personal summary but that can be basically the grounds for the discussion.

Or you could basically ... I'm just brainstorming now. I might be wrong. Please come up with other ideas. But if [Hadia's] summary is sent around as food for thought or we put it on the Wiki and invite everyone to comment or to add ideas on this and then we have already



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something to start with when we do this, let me call it, mapping exercise or Jamboard or whatsoever the thing is. I would definitely spend more than one additional workshop on this topic and then rather move to the next topic which we could choose from our list. And we could also add other topics, too. So those are my thought here. I hope that makes sense.

HADIA ELMINIAWI: Thank you, Sandra. So regardless, I will be doing this summary during the break. And I was actually thinking about sending out an e-mail before the break as having this as something to play with during the holidays. I don't know if, actually, people will see it this way.

CHERYL LANGDON-ORR: We all have different types of recreation, Hadia. I respect the variety there.

HADIA ELMINIAWI: Melissa, please go ahead.

MELISSA PETERS ALLGOOD: Sorry, I lost my cursor briefly between my screens. So I think that my real question here would be when are you expecting to hold the session because I think we do need to back into a little bit of pre work, potentially. I suspect that it will be time well spent if, after you solicit these case studies which really are stories. Right? "Tell us a time when this happened to you."

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I think it would be time well spent to get that group together to lay out a plan for here's how we anticipate the session is going to go, here are our expectations of you in terms of if we don't have robust dialogue coming from the observers talking to each other's points, be prepared for—if it is me facilitating this question—be prepared.

Raymond, I'm just choosing you because I see your name. "Raymond, be prepared that I might ask you to speak to Cheryl's experience. And would you have done something different" to kind of get those ideas generated for our toolkit. If that's the case, then I think that we just need to be mindful of timing.

HADIA ELMINIAWI:

So I think we need to look at the calendar now and think when could we have our next workshop?

CHERYL LANGDON-ORR:

Can I ask a question on that, Hadia? We spoke before about recognizing the increased amount of, specifically, the focused capacity building as well as general information sharing that's going on in so many of the regions now. And we want to only ever complement this, not trying to compete or duplicate it.

So are we going to be trying to give these softer skills, these really cross-area, cross-skillset, good-to-have foundation type material built up unless what it means in a particular aspect of DNS abuse type approaches? Is that where we're going to be pitching it for 2022?

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Because that will help us decide what goes when and what we can do during our planning. That's all, thanks.

HADIA ELMINIAWI: Okay. So, Maureen is saying, "Can we look at a plan for workshops to give an overview of what we are working on with regards to capacity building. I agree with what Cheryl is saying."

So I think we ... I don't know. How do we combine those two things? Heidi, please go ahead.

HEIDI ULLRICH: No. Go ahead, Hadia. I think I'm going to make more sense once I hear what I think you're going to say.

HADIA ELMINIAWI: No. But go ahead, Heidi. Please.

HEIDI ULLRICH: Okay. So I think we do need to schedule at least six months out. And for the next one, in particular, the small talk part two or whatever you'd like to call it, we need to schedule backwards because we do have a prep session now. We do need to send the template out. We need to send a reminder out to the presenters, schedule that prep. And then be conscious of various global holidays coming up in January, early February. So we do need to think carefully about that. I think that the

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success of the call will be determined largely by how carefully we schedule it.

And then also as we look forward, we have been speaking internally with the GSE Team, and I'm also aware that there's going to be a call of the Outreach and Engagement Subcommittee in January where Maureen and Sally Costerton will be talking about how GSE might be able to help At-Large engage in this continued virtual world. And some of the suggestions already are possible workshop ideas. In particular, the one that was mentioned, and I just wanted to raise that here, was on DNS abuse.

So I know we have several on the intercultural aspects, but as we go into that six months view, do keep in mind that there is interest from the GSE. And I know from At-Large there would be interest in this DNS abuse session including presenters from ICANN Org, from At-Large, etc.

And just really quickly, while I have the floor. Really quickly. I did put into the chat some time ago some thoughts on other topics for the intercultural topics. And that includes persuading, the art of persuasion. Very different through cultures. And again, that I think would have a direct impact on how At-Large works, either within At-Large groups or when they're discussing in PDPs, etc. I think that would be really useful.

Secondly, leading. How are cultures more used to having hierarchical versus an egalitarian types of approach? And then finally, deciding. Some cultures like it where it's through consensus which is very much ICANN versus others who are much more comfortable to talk down.

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And then finally, and this is perhaps just a personal interest but it does pertain to ICANN and the world that we work in here. What happens when you come from a culture and you might act one way in that culture but then when you come into this global multicultural environment of ICANN, how do you work there? Does everyone work in this cosmopolitan type of work setting? So just a lot of food for thought. Thank you.

CHERYL LANGDON-ORR:

On that last one, Heidi. That is where you need to establish how one behaves on different states. And there's this tension sometimes that happens between the actors expecting everybody else on stage to go into their script as opposed to them to into the script that's written for the stage. And that is where you get to this lowest or sometimes highest dominator rather than the common denominator of what is acceptable, unacceptable, and what is a norm, what is a methodology.

And we've all seen processes drag to a halt because one person or a small cadre don't like that mechanism by which it is done. But if that's the established norm for the bigger group, then sorry. You 3 of 4 or 5 or 27 need to come online to the bigger picture approach or find another stage. And that a hard thing to get across. But maybe that's something that we could try and aim for as well.

HADIA ELMINIAWI:

Okay. So right now, if we're talking about intercultural awareness workshops, the topics we have are small talk, verbal communication, persuasion, leading, and deciding. So we have 5 workshops if we are

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going to have each one of them as a separate workshop. And I would actually go with having a separate workshop for each topic. So I wouldn't put persuasion, leading, and deciding altogether in one because, actually, each one of them could make a successful topic and workshop on its own in order to come up, actually, with results that work. Because usually, also, what happens ...

We have one session in which we talk about all of this. Just talk about the multistakeholder model, about bottom-up or vice versa, about consensus policies. But we never actually pick one of the topics and highlight it and explain, really, what this means and how to work with this given. So if we go this way, we have small talk, verbal communication, persuasion, leading, and deciding. Those are five workshops. And those are five workshops.

And then also, we have DNS abuse. And my question in relation to DNS abuse. I don't think that what we want now are sessions like the sessions we used to have before. We already had too many of these. So we've all attended too many DNS abuse sessions that speak about what DNS abuse is about, how to mitigate. I think what we're looking for now is something different. Something more of a workshop than a webinar or a session in which you just listen to speakers. So how can we come up with new ideas for DNS abuse workshops? This is the question.

I think we need more engagement from the community. Maybe we need case studies from the community. As we are doing with the intercultural are doing with the intercultural awareness workshops, we could do with the DNS abuse as well. So invite members from the community to show us case studies in relation to DNS abuse.

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So I think it was in March or April. I'm not sure. I've done a DNS abuse session or webinar where I work for the NTRA employees. And what I did is I was looking for case studies. I wanted to show them real cases. Right? And I think this is how we could go now instead of getting those panelists that we all heard too many times. They are the same people giving the same presentation. It was useful. It was good. But repeating them I don't think is useful anymore.

So maybe inviting community to tell us, as Melissa was saying, tell us stories. Tell us case studies. Tell us real things that happened in relation to DNS abuse. And how did you mitigate this? What happened? And then in the end, also, we can come up with a recommendation. Even if it's only one recommendation. We don't have to come up with too many things.

So I'll stop here. Melissa. Heidi as well. I don't know who was first. Melissa, I think you were first.

MELISSA PETERS ALLGOOD: Okay. I'll go very briefly. It's really just to expand upon what you're saying in terms of session structure. Whether you have panelists or case studies, what I'm about to propose is the same. But I hear you on case studies.

So there's a structure that the ccNSO has been using with a lot of success in their ccTLD News Sessions. That's what they call them. They do them a couple weeks before each meeting. I'm sure some of you have attended them. And really, they take a topic—it could be DNS abuse, something different—they have people come who come at it

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from different angles, whatever the topic be. But you have a variety of voices, a variety of perspectives.

They give them very narrowly-focused parameters on what questions they want addressed, what issues they want to be discussed. They give them a really limited time. They give them eight minutes. And if there needs to be prep materials ahead of time for the group, those are submitted as well.

So the point is that by the time that they get to the discussion piece, the participants have some knowledge in their hands. Right? So it's not like this is the first time that they're hearing this information. And then you have a facilitator that then kind of navigates the ... It turns into more than a Q&A. It really does turn into a dialogue. And that's part of kind of making that shift.

And I'm sure this is what you guys are seeing within ICANN and in your professional experience as well, it really becomes a function of making small tweaks to the way that you structure sessions that really can yield huge dividends. And so much of that comes down, really, at the end of the day to preparation and tightly-focused questions and outcomes sought.

So I just wanted to throw that out there. As you can imagine with the ccNSO community, they're very regimented on the time people get, they practice ahead of time so that they can tweak things so that they feel like everything is really tight and well-focused. And then they engage in these dialogues. And I mean, I've seen them evolve over the



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course of the virtual life, I guess, and you're really seeing them get drilled in and honed into a really functional model.

I've suggested to the GNSO Council as well that there's part of this model that I think they can adopt. So food for thought.

HADIA ELMINIAWI:

Thank you, Melissa. Sandra, I will go quickly to you because I know you want to leave. But I think it is important to decide on the date and time of the prep session and the workshop as well. The next one, the intercultural one. The continuation of the small talk. So when do you suggest?

SANDRA HOFERICHTER:

I think January is still a quiet month for many before the conferences and all these things start. Maybe the end of January. Is that an idea?

CHERYL LANGDON-ORR:

Really?

HADIA ELMINIAWI:

Okay, so we need staff to tell us—

CHERYL LANGDON-ORR:

We need prepping. You're going to prep over December, are you? There's a lot of December left.

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HADIA ELMINIAWI: I don't think we can do any prep during December.

CHERYL LANGDON-ORR: No, that was my point.

SANDRA HOFERICHTER: Yeah. December is over.

CHERYL LANGDON-ORR: Yes, exactly. And January, you know.

HADIA ELMINIAWI: So what about the second week of February. First week of February, we have the—

GISELLA GRUBER: Chinese New Year.

CHERYL LANGDON-ORR: Yeah. It's Spring Festival for the first week. You don't do anything the first week of February this coming year.

HADIA ELMINIAWI: Okay. So what if we have the prep session the last week of January and then we have the actual session the second week of February?

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CHERYL LANGDON-ORR: Second or third week would probably work because it's a seven-day holiday in many countries. And that's the 1st to the 7th. It's usually a family-based time, and if people are traveling then that gives them an extra day or two. So either late in the second or early in the third week of February would probably be working reasonably.

Exactly. As Gisella says, the 10th is realistic as the earliest date. So that'll work.

GISELLA GRUBER: Hadia.

HADIA ELMINIAWI: Yes.

GISELLA GRUBER: Cheryl, I put that down when you spoke about January. So realistically, there's no time left in December. Europe is clamping down and many countries around the world are getting ready for some sort of a break.

Realistically, people will come back on the 10th of January by the time they get their feet under the table back from their winter/summer/end-of-year break. So if we have a prep session the week of the 24th in order not to interfere with the Chinese New Year and that week of the first week of February, we could have the prep session the week of the 24th. We'd do our Thursdays which work quite well. I don't see any conflicting sessions at this stage.

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And then if we decided then, as per Cheryl's suggestion, maybe to wait for the third week of February which would be the week of the 14th of February, we can then decide on a date and time to host the session. Again, we—

CHERYL LANGDON-ORR: We might need to make it an hour later if it's going to be ... Just there are not ... Well, it's not a—

GISELLA GRUBER: 19:00 UTC—

CHERYL LANGDON-ORR: There's likely to be clash on the Friday at this exact time. That's all. I'll just double-check.

GISELLA GRUBER: We could absolutely do 19:00 UTC on the 27th of January to have the prep session. And the sooner we get that out to all those involved in the pre session, obviously the better. And then on the 14th of February. I know it doesn't necessarily concern everyone, but for those in Europe on the 14th of February, maybe we still have the diehard romantics who will be taking their partners out for dinner.

CHERYL LANGDON-ORR: They may very well.

GISELLA GRUBER: So you know—

CHERYL LANGDON-ORR: Or committing a massacre, and we don't want to get in the way of the massacre either.

GISELLA GRUBER: Exactly, so we could. If we decided on the week of the 14th of February, not that it's a massive public holiday, at this time maybe on another day that week. And the rotating times of 13:00 and 19:00 UTC, this also may be influenced by the speakers or the main presenters during that session.

So that was just my input with regard to the logistics of that. And obviously, we would need to get something out to them to prepare so that on the 27th of January, they come fully prepared. Thank you.

HADIA ELMINIAWI: Thank you, Gisella.. I was also looking at the calendar and those are the dates that make sense. So the 27th of January, the prep sessions. And the actual workshop. We could have it on a Tuesday, the 15th, but I don't know if this clashes with other things.

Yeah, Melissa.

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MELISSA PETERS ALLGOOD: Can I [inaudible], Hadia? I did just want to point out, because it hasn't been mentioned on the call that I've heard, that prep week for ICANN73 is going to be February 22nd, 23rd, and 24th. Last I heard. Gisella, please tell me if I'm wrong. And so if you were to push it into that week, you have some ICANN events. Just so you know.

CHERYL LANGDON-ORR: That's important because we also get rapid attrition for people not wanting to have yet another presentation to attend.

HADIA ELMINIAWI: Okay, so would the 15th of February work? Okay. So Gisella, if you can confirm the 15th and the time. Is it 13:00 or 19:00?

GISELLA GRUBER: You mentioned in February. I heard what you said, Melissa. And thank you very much for pointing that out. What day date did you say for the session?

HADIA ELMINIAWI: 15th.

GISELLA GRUBER: On the 15th, if I may, the 15th of Feb. How to put it? We usually have EURALO calls on the 15th of Feb. I don't have the full schedule of EURALO calls yet, but the 18:00 to 19:30 UTC slot on Tuesdays—

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CHERYL LANGDON-ORR: NARALO's already there.

GISELLA GRUBER: No. NARALO's on the Monday.

CHERYL LANGDON-ORR: Please remember I'm already a day ahead.

GISELLA GRUBER: I know. You're a day ahead.

CHERYL LANGDON-ORR: My apologies, yes. NARALO's there. Yes.

GISELLA GRUBER: So the Tuesdays, we usually hold that slot. The Wednesday could be quite a good slot, bearing in mind that it's not used for any of the RALO calls. The only call I can think of off the top of my head would be the small group of the OFB.

HADIA ELMINIAWI: The Capacity Building Working Group.

GISELLA GRUBER: Well, the Capacity Building Work—

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HADIA ELMINIAWI: Sorry, the Consolidated Policy Working Group. The Consolidated Policy Working Group is on Wednesday, but it's rotating. So it's either 13:00 or 19:00 or 21:00.

CHERYL LANGDON-ORR: Yeah. [inaudible], Heidi.

HADIA ELMINIAWI: But Wednesday would work.

GISELLA GRUBER: Sorry. Coming back to this, I'm not aware of the 16th calls, but otherwise we could just go for the 17th at 19:00 UTC as we do have OFB calls. But we can look to avoid a clash. With two months' notice, I think that we're quite capable of doing that.

HADIA ELMINIAWI: Okay. I'm fine with that. The 17th of February.

GISELLA GRUBER: Alternatively, it brings it back to the 21st.

CHERYL LANGDON-ORR: I think that's asking an awful lot of if that's Prep Week for ICANN.



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GISELLA GRUBER: Exactly. Yes.

CHERYL LANGDON-ORR: I'd rather that week before.

GISELLA GRUBER: Let's try for Thursday the 17th at 19:00 UTC.

HADIA ELMINIAWI: Okay. Thursday, 17th.

SANDRA HOFERICHTER: For the pre meeting or for the session? I'm confused now.

HADIA ELMINIAWI: For the session.

SANDRA HOFERICHTER: Okay.

HADIA ELMINIAWI: The prep we said on the 27th of January. That's the prep. So it's actually three weeks between the prep session and the actual workshop. I think this is good because it also gives time to people to adjust after the prep session to prepare better for the actual workshop.

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And are we going to get out an e-mail before the break in relation to the case studies? That's another thing we need to agree on. And then maybe also send it again after we get back from the break. And if so, Sandra are you willing to write an e-mail so that that we can send out?

SANDRA HOFERICHTER: As I said, I'm not really a good moderator with these kind of activities. I would hand over to someone like Melissa or you, Hadia, because you had a really good plan how to do it. And I wouldn't be the ... I'm happy to comment, but I don't think I'm here in the driving seat.

HADIA ELMINIAWI: Okay. So Melissa, maybe you can draft something? I could draft something also. But yeah, we could do it together. Melissa, maybe you do ... Would you like to do the first draft?

MELISSA PETERS ALLGOOD: Yeah, Hadia. I'll take a stab at it. Of course. And I'll yeah honey I'll take a stab at it, of course. And I'll coordinate with Heidi and team, and we'll get that to you. I will be working for the rest of this week and into next week as well. So my only question for you is when do you go dark? Just so we know.

HADIA ELMINIAWI: I'm fine. I'm taking holiday starting Wednesday. When is that? Wednesday? Yeah.

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CHERYL LANGDON-ORR: But she's looking forward to reviewing things and writing reports. So that's Hadia's sort of vacation. So, each to their own.

MELISSA PETERS ALLGOOD: Well—

CHERYL LANGDON-ORR: I'm not criticizing. Hadia, I do the same. I can't tell you the last time I actually took a vacation. But anyway.

MELISSA PETERS ALLGOOD: No doubt. We can certainly—

CHERYL LANGDON-ORR: She doesn't go dark, I think.

MELISSA PETERS ALLGOOD: We will get you a first draft well before you maybe go dark. We'll call it that.

CHERYL LANGDON-ORR: Look. Talk about her slowing down not actually "not being available."

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HADIA ELMINIAWI: Okay, thank you. This is great. So do we want now to look at the schedule and plan for the—

CHERYL LANGDON-ORR: I've got to leave. I'm sorry, I'm in another meeting. I'm already late.

HADIA ELMINIAWI: Okay, I'm sorry to cause—

CHERYL LANGDON-ORR: Bye.

SANDRA HOFERICHTER: I also need to finish.

HADIA ELMINIAWI: Yeah. We are at the top of the hour. We're done.

SANDRA HOFERICHTER: Let's do that via e-mail [inaudible].

HADIA ELMINIAWI: Yes. Okay, so thank you so much. We actually have a time for the prep session for the workshop. I guess no other business.

So, thank you all for being on this call it. It was a productive one. We have a plan.

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So when is our next Capacity Building Workshop Call?

CLAUDIA RUIZ: Sorry, I took the agenda down. But we had tentative took the agenda down, but we had tentative Thursday the 13th of January. Time to be determined.

HADIA ELMINIAWI: Okay, that works.

GISELLA GRUBER: Sorry. 13th of January, I think we could probably try for the 19:00 UTC slot unless this one suits people better. It's kind of 18:00 or 19:00. I was just thinking that if there is an OFB meeting, it doesn't clash with any OFB meeting. But we're happy to accommodate.

HADIA ELMINIAWI: Okay. So 19:00, 13th of January. Thank you so much.

CLAUDIA RUIZ: Okay, wonderful. Thank you all very much.

HADIA ELMINIAWI: Okay, thank you. This call is now adjourned.

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CLAUDIA RUIZ: Thank you, all. Bye.

GISELLA GRUBER: Happy holidays. Have a wonderful time, and see you—

[END OF TRANSCRIPTION]