
Enhancing ICANN Accountability – Work Stream 2 (WS2) Recommendation 5.6 - Implementation Documentation

Enhancing ICANN Accountability – Work Stream 2 Final Report
<https://www.icann.org/en/system/files/files/ccwg-acct-ws2-final-24jun18-en.pdf>

See <https://www.icann.org/resources/work-stream-2-implementation-en> for more information on Work Stream 2 implementation.

WS2 - Improving the ICANN Office of the Ombuds (IOO) - Recommendation 5.6

The Office of the Ombuds should be configured so that it has formal mediation training and experience within its capabilities.

Final Implementation Report

- The Office of Ombudsman has long incorporated formal mediation training into its regular training needs for the Ombuds and any adjunct that is brought in to support the office in its work. Further, training for the Office is not a one-time effort, but a continuous opportunity for learning and improvement.
- Historically, [each of the persons](#) serving as the ICANN Ombuds has come to service in the organization with significant training to support service as a neutral.
- Within the Ombuds Annual Report, the Ombuds reports each year on the Professional Development that occurred for the past year. For example, in the [2021 report](#), the Ombuds reported that both he and the adjunct had significant training opportunities, such as achieving advanced certification in Ombuds techniques.

Rationale

It is best practice for the ICANN Office of Ombuds to continue to receive training, such as online dispute resolution and the training offered through international ombuds associations, across all areas of Ombuds work, including mediation, to keep the Office up to date and ready to service the ICANN community. The IOO also participates in diversity, equity, and inclusion efforts within ombuds associations.

Timeline

Already incorporated into best practices.

Milestones

Already incorporated into best practices. Formal mediation training launched in Q4 2018.