
GISELLA GRUBER:

Hadia as well as Joanna on the phone line. So we may have been joining. Good morning, good afternoon, and good evening to everyone. Welcome to the At-Large Capacity-Building Workshop Working Group team call on Thursday, the 17th of March at 19:00 UTC. On today's call we have Cheryl Langdon-Orr, Maureen Hillyard, Sandra Hoferichter. We don't currently have anyone on the Spanish channel and no apologies noted.

From staff we have Heidi Ullrich, Melissa Peters Allgood, and myself, Gisella Gruber, also doing call management. Our Spanish interpreters today are Marina and Lilian. And if I could just kindly remind everyone to please state their names when speaking for transcription purposes but also to allow the interpreters to identify you on the other language channel. And with no further ado, I will hand the call over to Maureen Hilyard.

MAUREEN HILYARD:

Thank you, Gisella. I would just going to ask. The previous link—the earlier link—where did that go to? Where does that go? People might not have gone beyond that or would have saved it and are using it. Where does it go? Is it just going—

HADIA ELMINIAWI:

Hello?

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GISELLA GRUBER: Hadia's joined us. Apologies.

MAUREEN HILYARD: Oh, okay. Hadia?

GISELLA GRUBER: Just bear with me for a second while we see whether Hadia is still connected. Thank you.

MAUREEN HILYARD: She's having your [inaudible], Cheryl.

MELISSA ALGOOD: Maureen, if I may.

HADIA ELMINIAWI: Hello?

MELISSA ALGOOD: Is that Haida? I was going to say I'm happy to kind of get going—

HADIA ELMINIAWI: Hello?

MELISSA ALGOOD: - reviewing. I don't know who is saying hello.

HADIA ELMINIAWI: Hello?

HEIDI ULLRICH: That is Hadia.

MELISSA ALGOOD: It is?

HEIDI ULLRICH: Just to move things forward very quickly, the action items, I've just taken a look. They are all complete. So if we wanted to, we could move onto Melissa and I'm aware that Melissa can only stay another 22 minutes. So Maureen, are you okay if we go ahead and—

MAUREEN HILYARD: Let's do that. That makes perfect sense. Thank you. I just was hoping Hadia would be able to get through but she's obviously having issues. So, Melissa, if we can just silence the—until Hadia—just so that Melissa is able to [enjoy] her presentation.

HADIA ELMINIAWI: Hello?

CHERYL LANGDON-ORR: Starting to hear hello all the time. She's clearly not here enough.

HADIA ELMINIAWI: Hello?

MELISSA ALGOOD: Right. And honestly, Heidi, thank you for stepping in because that's exactly what I was going to suggest—just in the interest of time, we get moving. So the first thing I thought we could review ... And really, honestly, community team, I give this to you for you to do with it what you see fit.

This is the follow-up tips and tools to our Art of Small Talk series. We did leave the Jamboards open. I'll be real honest. I didn't see too much additional contribution based on the last time we met. But I think that that's a good approach to consider moving forward to allow people to continue to cultivate their thoughts.

So what I did was I really just synthesized those inputs with kind of the framework that I'd already had in place and had presented to you before we did the session. But, of course, this is your document and your kind of tool approach. I intentionally tried to keep it to one page because I don't think that—I feel like, and this could be just a personal feeling, we create so many documents and so much paper that sometimes they just become less impactful.

So I tried to take a less is more approach. But with that, I really pass this off to you to do with it whatever you see fit—to evolve it, to add to it, to subtract from it. It's yours. So that was my follow-up item from our last

meeting with regard to wrapping that up. Are there any questions about that? I'm not seeing any of you.

So I'd encourage you to take a look at it. And I don't know. Heidi and Maureen perhaps, Cheryl perhaps, have we kind of thought about how we're going to present this circling back, pushing it back into the community? I don't recall that from our last conversation but a lot of ICANN stuff has entered my head in the interim. So I might just have forgotten.

MAUREEN HILYARD: Perhaps that might be a question for Sandra.

MELISSA ALGOOD: Sandra, I didn't mean to leave you out. I'm sorry about that. Sorry.

SANDRA HOFERICHTER: Sorry, I didn't get that question because I was just typing in the chat because I can't read that document. I don't have my laptop, not an additional monitor. And I'm wondering, either can we ... Yeah. That's a bit better.

MELISSA ALGOOD: Honestly, I don't necessarily think it's a great use of our time going over the document right now. I think it might be a better use of time to have it sent to all of you.

SANDRA HOFERICHTER: Yeah, absolutely.

MELISSA ALGOOD: Feel free to review, add, subtract, and maybe then think about where you think it should fit into your capacity-building plan moving forward.

SANDRA HOFERICHTER: I think it would be good to have a similar document for all the upcoming and I fully agree. A one-pager is more than enough. It could be less even.

MELISSA ALGOOD: Sandra, you and I are very much in sync because I'm already thinking the same thing for the next training. So yes, I want to incorporate the Jamboard concept and perhaps a takeaway tool kit if it feels like it fits and it's appropriate but I'm with you.

CHERYL LANGDON-ORR: In the spirit of Jamboarding, it seems to me, Heidi and Maureen in particular, previous conversations we've had with Jonathan Zuck about the benefit of having little micro-tools, be they a few simple graphics to associate with succinct wording to get messages across, which are able to be utilized asynchronously by anybody, can be extremely useful. And this lends itself, in my view, for one of those exercises straight off the bat and would have a very broad-based utility across all of our constituents because everybody can benefit from the Small Talk kits and

tools, where perhaps even the issues of DNS abuse may not applicable universally to us all. Thanks.

MELISSA ALGOOD: All right. Well, with that, if there are any other inputs, I'd love to hear them. Otherwise, I'm happy to ... Oops, there's Heidi and Hadia. Okay, Heidi and then Hadia.

HADIA ELMINIAWI: Hi. So—

HEIDI ULLRICH: Oh, go ahead, Haida.

HADIA ELMINIAWI: Thank you, Melissa, and I had nothing to add to what you said. But I just heard Cheryl talking about DNS abuse and how relevant it could be to our users. And I think if we embarked on a DNS abuse campaign for end users, it needs to be from an end user perspective.

So in that regard, users don't really need to understand what the DNS is, or what the definition of the DNS abuse is, or what do we consider as DNS abuse. But I think what really matters is to teach them how to protect themselves online without the need really to call out names like this is phishing, this is malware, this is [inaudible]. I don't think they care much about the names.

Also, another important thing is also to teach them how to report abuse. And for that, I think we still lack means and tools that could facilitate for end users reporting abuse. So teaching them to report abuse regardless of its—

CHERYL LANGDON-ORR: Yeah. Hadia?

HADIA ELMINIAWI: Yeah?

CHERYL LANGDON-ORR: Sorry. I have a very poor example and you probably only picked up some of it because of your very unfortunate connection today.

HADIA ELMINIAWI: Exactly.

CHERYL LANGDON-ORR: I was actually using DNS abuse as an example of what is not something that has universal utility and saying that tips and tools don't have more universal utility. So let's not go down that rabbit hole. And on tips and tools we can do lots of good things with this. That's all. Thanks.

HADIA ELMINIAWI: Okay. Thanks. I'm sorry because yes, I haven't been following from the very beginning. Thank you.

MELISSA ALGOOD: All right. Heidi, over to you.

HEIDI ULLRICH: Yes. Thank you for moderating, Melissa. So my comments were what are next steps with this document. And I see this as a great first step and I expect that there'll be similar documents coming out of the other workshops in this series, which together would make a fantastic tool for not only At-Large but also the entire ICANN community and even the board I think could benefit from this.

So perhaps we could start with putting this on a wiki, and then collect the others from the other webinars, and then see if we can get either putting them together in a nice document to have available no later than the AGM for onboarding. But also, perhaps have some nice fun graphics developed so people could use this as well, just to look at as we're coming into, hopefully, a face-to-face environment that they will have that available even by ICANN74. So the immediate step would be just putting this on a wiki and then we'll go from there. Thank you.

MELISSA ALGOOD: I think all of that makes sense. And, again, I'm here to help you guys navigate through the content and then I'm happy to support in whatever ways you think would be beneficial after that. But I think these are all great ideas and for you guys to decide.

SANDRA HOFERICHTER: I also think that nicer graphics would add a lot of value in this respect because as we always said, these kind of webinars that we introduce were always meant to have some fun, to tear down bridges, and to get in contact. So having these nice little graphics, yeah, I can ... If we were still on board that would be really great. Yeah.

MELISSA ALGOOD: Thanks, Sandra. I see Haida's hand is up. Haida, over to you.

HADIA ELMINIAWI: Thank you, Melissa. And yes, I like very much Heidi's idea about putting it on the wiki page. And I think the importance of having this on the wiki page also is that we can all contribute to the wiki page and develop the content more. And adding graphics maybe and maybe also later having it as an ICANN Learn course. So those are all possibilities for outputs of these webinars or of this series. Thank you.

MELISSA ALGOOD: Thanks Hadia. It sounds like you're all coalescing around the same short-term and long-term ideas. So the takeaway that I'm getting for today's meeting is short-term on the wiki and then as this series of different trainings evolve, additional steps down the road. Does that sound the way that you guys are leaning? Yes? No? Thumbs up.

Great. I got a, "Sounds good." Well, if you guys are okay moving forward, because I do need to leave in 11 minutes, I thought maybe we could touch on—oh, thanks for the thumbs up, Sandra. I just saw it—on the Art of Persuasion session that we have scheduled for 11 April. So I

will be very transparent as I always try to be. Much of my brain is still occupied by outputs and things regarding ICANN73.

So this is not fully realized yet but I did want to give you guys the opportunity to react against something of the direction that I'm going with the training to make sure that it's going to serve your interests and your needs and your vision. I thought we would try something different with this session. I thought that we would do perhaps the first 30 to 45 minutes of the substantive training kind of knowledge share.

And because the Art of Persuasion has so many real-world applications that have nothing to do with ICANN, my thought is to really take it that direction for that first block of time and give examples about how to do these different things with the clerk at the store or with a colleague at work as we go through the elements to being persuasive. If you can scroll down a little bit for me, Gisella.

And then I thought we would try to do some breakouts. And I'd like to do kind of—still a real-life scenario, maybe more involved. I haven't yet laid out the scenario in my mind but to allow smaller groups to contribute and to collaborate and start to think about what might be effective in a given situation, come back together and share, have those breakout groups each have their own Jamboard page where they can put their contributions in session if they choose to. They can do it after session if they so choose. We'll leave it open again. And then use that to cultivate another tool kit. So that's kind of high level how I was thinking about approaching this.

Gisella, if you will, if you'll scroll down for me just so we can look a little bit in terms of the direction of the training itself so that ... Yeah. Let's have training be at the top. Perfect. So I thought the first block would be high-level concepts that help you be a more persuasive individual, recognizing that people are driven by their own interests, not yours. And so it really is leaning into other people's needs and wants and building towards that persuasion. Obviously, empathy, thoughtfulness. Talk about the three Ps about being polite, patient, and persistent. So more tips around there.

Obviously, robust questions along the way. Happy to have it feel conversational. And then really get into the meat of the topic, at least for the direction that I'm going, is around to know you, to like you, to trust you is to respect you. And how we get through those components, again, drawing in those real-world examples that are everyday things that people can universally relate to, then moving to breakout. So I'll stop there and then, welcome impressions and feedback. Hadia?

HADIA ELMINIAWI:

Thank you, Melissa. Am I understanding that you do not want this part with ICANN in mind, right?

MELISSA ALGOOD:

That was my thought. My thought was try to make it relatable and applicable before you add the complicating [iPad] ecosphere layer to it. I'm not married to that. I want to make sure that I'm doing whatever it is that you guys envisioned and you see as the direction you want to take it.

HADIA ELMINIAWI: I think it could start like that. But then, when you start giving examples, I think those examples We could start relating those examples to ICANN. And then also, do you think also we need to understand ... Let me tell you that's why I think we need to put ICANN as an example. Because I think in order to be able to be persuaded, we need to understand the other's need.

MELISSA ALLGOOD: Right. yes.

HADIA ELMINIAWI: And for us stakeholders, when we talk about end users, then the needs are different. Then when we talk about, for example, registrants or when we talked about the Noncommercial Stakeholder Group, I think it's important that we know and we talk about the needs of each of our stakeholders. Or we don't want to go there, do we?

MELISSA ALGOOD: No.

HADIA ELMINIAWI: Would we go that deep?

MELISSA ALGOOD:

I think that what we run into, at least out of the gate, is immediately a time issue. But you absolutely are hitting upon what is my first point in all of it and that is people are driven by their own interests, not yours. So I absolutely agree that fundamental to being persuasive in life, specifically in the ICANN context, is to understand what the person who presumably disagrees with you actually cares about.

You want to understand not just what their position is but what are the interests that motivate that position. So Hadia, I totally agree with you. And I think that we could get there potentially in the breakout scenarios. I worry about time first and foremost.

And I also—and you guys can tell me if you think this is not a well-placed concern—but I do worry a bit with your community as opposed to a Fellows community saying, "This is what Registries think and this is what Registrars think and this is what the BC thinks." Because we do do trainings like that with the Fellows and the NextGen, where we kind of give them broad positions of a particular group. And you have a more savvy community. So I worry a little bit about doing an example that has to lean into some assumptions and especially in a recorded session but I don't know if that's of concern to you guys or not. So Sandra.

SANDRA HOFERICHTER:

Thanks, Melissa. And also for this attempt, I wonder if we should first invite the community to speak. This comes from a very, very old idea, possibly—not possibly, definitely—long before you joined, Melissa. So, therefore, you don't know all this history. But the idea of these

intercultural courses were made in the attempt from the community for the community.

And also, in early days, there was a fight about wording and training was assumed not to be a right road for the ICANN community because they don't want to be trained by staff. It might be different now but that was really a hard discussion in the past. So I'm just thinking it's possibly not as easy as we did it in the Small Talk course where could invite all the region and try to see if we can find similarities or differences between the regions.

But I'm thinking about how we could involve first the community with giving an example. And it could be a specific ICANN situation, I would even say. And we might even go that way to protect someone who is involved with other communities and had to convince others and how that turned out and how difficult it was.

And so maybe we could start from an example point of view from a community member. And at the moment, I don't have a real name in my head but I think one of the veterans like Alan Greenberg, Cheryl, or Olivier, but possibly people that also had a good connection to the other communities. But maybe we even have a really good controversy—and I mean controversy, a heated discussion about a topic where people wanted to convince each other in our own community. And I don't have knowledge about this but maybe the others know.

So this is something I would like to put into this room for consideration if we should start with a community for two reasons. First of all, that it doesn't look so much as trained by staff. And the other reason that I

think it's always good to involve them first. And maybe, in the interest of time write out, and then too much. But I'd rather have something that summarizes—that explains a little bit more—finishing off the session. But that's just my two cents. Also, I'm not married to that. Just a thought.

MELISSA ALGOOD:

Well, if I may, I think that that's a great idea that we could then kind of build a structure that actually looks more similar to the last session insofar as community-driven first session, right, whether we choose an example—a real-life scenario. Alan walks us through Phase 1 EPDP or something, right? And we have a dialogue and a conversation around that.

We could then make a Jamboard that would allow communities to add their inputs, their ideas, things they thought would be more persuasive, things that could have been done differently, things that have worked for them. Then, we can do a second part of the series kind of like we did before, if you're interested, where we can then have a shorter amount of time with me. Maybe synthesize some of those inputs, drill them down a bit, and even do a few breakouts if you'd like. What do you think, Cheryl?

CHERYL LANGDON-ORR:

Yeah, I think sandwiching the tricks of the trade section, “training,” could very well work quite successfully. I think that's probably got a lot going for it as long as the examples are short and succinct. And I almost

encourage them to be less topic-driven and more ICANN experiential stories.

By that, I mean one could not quite familiarize the stories but prepare the group for their Jamboarding experiences by saying, "Here are some methodologies that these people who have had significant ICANN experience in building consensus and persuasion in meetings ... These are things that ..." We may perhaps mention a topic. As soon as we mention a topic, like an inflammatory one in particular, then our community is real quick into the minutiae. And I think that could be a big time suck. That's all.

I think if it's managed carefully, then that first cab off the rank, as Sandra proposed, I think is very, very positive. That could lead very much into a very, almost more interactive breakout session so that they can have their introduction and their thought processes started.

Then they can be given some tools and tricks of the trade, which are established in reference material. That's that "training." And then particularly do some either role play or scenario work or hypotheticals or all of the above with different breakout sessions. But let's keep the breakout sessions limited to a single issue, not two or three. And then bring back the two or three experiences from the breakouts into a more holistic approach. I think there's little value in three breakout sessions doing three identical questions in this situation. Anyway, that's just my knee-jerk reaction.

MELISSA ALGOOD:

Hadia.

HADIA ELMINIAWI:

Thank you. So I liked what both Sandra said and what Cheryl said as well. I would also say let's not pick a topic, for example, like EPDP on gTLD Registration Data or Subsequent Procedures. And let's not pick a topic that's been debated a lot at ICANN and already people more or less have defined positions in relation to these topics because we don't want to end up with a session people defending their views or position in relation to a certain specific topic.

And at the end of the day, it's us and the community and we're not getting someone from outside for whom these topics are really new and could be explored. So it's better I think to stay away from topics to which people have already defined positions and also very controversial. Thank you.

MELISSA ALGOOD:

I think all of that makes sense. Unfortunately, I have to step away. But what I am hearing from you guys is that in terms of the 11th, that is going to be largely community-generated and driven in terms of the topic selection of this group and structure of that session. I'm happy to ... Give me whatever action items you guys feel like I need to own in order to help facilitate that. I'm happy to do so. My apologies that I have to leave. I will pause on this. We can circle back to it but I will plan to create ... We will have a Jamboard ready that we can manipulate and change as the session comes into greater focus.

And then we can continue to talk about how you want to present the tips and tools and the training piece of it without training the

community because Sandra, I want you to know I hear that loud and clear. And I wasn't hired to tell you guys what to do and it's never what I want to do. So I want to be a resource and a tool and help but it's not my desire to act like I'm the authority on much of anything. So with that, my apologies for having to leave. Thank you very much. And Heidi and Gisella, I'll circle back with you on my action items if that's fine with you. Thank you.

MAUREEN HILYARD: Bye, Sandra. Thanks. Bye, Melissa.

SANDRA HOFERICHTER: Yeah. As I said in the chat, I also have to leave if the topic on the Art of sessions is covered. I think it is. Or do you need still something from my side?

MAUREEN HILYARD: I think we're okay for now.

HADIA ELMINIAWI: So our next step here—

MAUREEN HILYARD: We can hear you, Hadia.

HADIA ELMINIAWI: Okay. Thank you. So our next step here is to have this stuff on the wiki, right, and start developing it. I think Sandra said that she's going to get back to us with more about the topic of persuasion. And we are supposed to have our workshop on the 11th. So I'm not sure what is the next step in relation to Melissa.

CHERYL LANGDON-ORR: Hadia?

HADIA ELMINIAWI: Yes?

CHERYL LANGDON-ORR: Hadia, Sandra doesn't own the workshop on the 11th. Melissa does, yes.

HADIA ELMINIAWI: Melissa. I'm sorry. No. I mean Melissa. Yeah, I meant Melissa. [inaudible] Yeah. Melissa. So I'm not sure. When is Melissa coming back to us with something concrete in relation to the 11th? Heidi?

GISELLA GRUBER: Haida, this is Gisella.

HADIA ELMINIAWI: Yes, Gisella.

GISELLA GRUBER: Heidi can talk but—

HEIDI ULLRICH: I'm here.

GISELLA GRUBER: - what we'll do is we'll follow up with Melissa.

HEIDI ULLRICH: Go ahead, Gisella. We're on the same wavelength here.

GISELLA GRUBER: Apologies. So yes, just to say we'll follow up with Melissa on the timeline but she's usually very precise about it. So I have no doubt that there will be a follow-up email or chat with Heidi and myself if she does advise, Slack, etc. and she'll give us a timeframe of when she can put something forward.

I know that she is off the latter part of next week. And we still have a little bit of time until the 11th of April. But we'll definitely take this down as an action item and let you all know what the next steps are. Thank you.

HADIA ELMINIAWI: Okay. Very good. Thank you.

CHERYL LANGDON-ORR: If I may embellish just a little bit on that. Thanks. Thank you. Basically, I think if I understood the feeling of the room when Sandra suggested a few veterans—and she named Alan, and Olivier and myself—what you've got are three of the four most accessible either chair or ex-chairs of ALAC. I think that's highly appropriate. If anybody needs to be persuasive, it's them. We all have different experiences and point in time. I'd argue I'm pretty damn persuasive across most of ICANN, not just within At-Large and I could certainly bring you something that was external to an ALAC At-Large perspective.

But if we settle on Melissa working with ... And Maureen, I am not trying to cut you out. If you want to be the fourth leg on the stool, I think that's great. But I think at least three legs on the stool would be useful. So it could be Maureen, and Olivier, and Alan or any combination of those three or four. But if we four—that includes Maureen because she has a vested interest in the success of all of this—get together with Melissa and staff as soon as it works out for Melissa, then we can work together for who says what because we often have a risk of duplication if we don't plan it properly.

And I think we can agree pretty quickly, “If you cover this, I'll cover that and I'll use this as an example for something else,” and try and make it as snappy and as effective as possible. So I think that would be sort of a big AI on managing the 11th. Okay?

HADIA ELMINIAWI: Okay. That sounds good, Cheryl. And maybe Heidi and Gisella could pass this to Melissa because she left before we actually agreed on how this

will happen. And so I guess this would be the action item for our next workshop, that all four of you need to get with Melissa in order to decide on our next workshop.

HEIDI ULLRICH:

Hadia, I'm just wondering if we could move that one forward, have that call sometime early next week. We can get back to this full group then. And if need be, such as that it is already pretty much the end of March next week, we should hopefully have a meeting next week to have feedback from that call.

CHERYL LANGDON-ORR:

Yeah. There's a question in chat that says, "Cheryl, would early next week be good for a call?" I was about to type and then I thought, "I'll just say it. It's easier." Check with Melissa. See what works for her. Check with the other two proposed and see what works for them. And certainly not everybody on this call but a lot of you have access to edit my calendar, know what I'm doing. Literally every time you open up the calendar, you can see do I have a bill to pay today? So just pop it in when it doesn't clash. That should be fine.

HADIA ELMINIAWI:

Okay. So Heidi, I think next week works well. If it works well also for ... You need to check with Alan and Olivier. If it does, I think it works well for us as well because this is our time anyway.

HEIDI ULLRICH: Okay. Yeah, noted. And I'm going to pass the action items and any further activities to Gisella because I have to, unfortunately, leave or just be on audio right now.

GISELLA GRUBER: Heidi, thank you. Noted. I'll continue where you've left off on that AI page.

HADIA ELMINIAWI: Thank you, Gisella, because I also don't have good access. But I think now we are on item number seven, which is review of the Noncommercial Stakeholder Group webinars.

CHERYL LANGDON-ORR: Correct, Hadia. Correct.

HADIA ELMINIAWI: Yeah, we could ... Yeah. Gisella, would you like to walk us through this?

GISELLA GRUBER: Hadia, yes. So I'm not sure how far back we're going. The link is on the agenda page. So if anyone ... Well, Cheryl if you'd like to look at the agenda page—not anyone—because I think we're pretty limited.

CHERYL LANGDON-ORR: I'm here. The audience is quite limited.

GISELLA GRUBER: For the 30th of June, for those of you who are listening, afterwards—who are listening to the recording—thank you. The NCSG webinar for advanced policy writing as a group. Prior to that, the full year back, we had the NCSG EPDP webinar. So NCSG with GNSO Council chair candidates.

CHERYL LANGDON-ORR: That's really not relevant.

GISELLA GRUBER: No, NCSG [inaudible] with PIR, with board seat 14. Well, if anything, it would be with our board seats but I don't think ... ICANN Org registrant program webinar.

CHERYL LANGDON-ORR: Let me help you. Let me help you. As a card-carrying member of the Noncommercial Stakeholder Group, would you like me to help you? I attend an awful lot of these things. So if you go to the 2018 one, those three capacity-building webinars may have some relevance because they were, in fact, ones that were looking at certain skill sets that may or may not be applicable.

I can't tell you which of them is more important until I think more on exactly which ones were on what. But they're the three that, if any of them in that list are worthy of review from the farther back, and the most recent one, which was the group writing. So of that list that you

just went through, Gisella, and is on screen, I would be quickly reviewing the 3/20/18 cap build one and the writing as a group one.

HADIA ELMINIAWI: If I may ask about the webinars, like the pre-ICANN62 webinar, what was the intention behind these webinars, like the pre-ICANN meeting—

CHERYL LANGON-ORR: The intention is to see if they can quickly cobble together any form of groupthink or consensus view from perhaps a few people more than their particular small team and things like policy working groups. So it's a preparatory—a little bit like the development of a talking point. They're not what I would call highly applicable. Yeah, they're not highly applicable to capacity-building. They are preparatory for, "Oops, we better do something because there's a meeting next week."

HADIA ELMINIAWI: Yeah, it makes sense. And I see your point of view. So maybe yes, what's applicable to us is the policy writing ones or the writing ones. And even there, there are also two specific webinars like webinars on certain specific topics. I'm not sure if we do need this. For example, do we need to make, for example, capacity-building webinars in relation to transfers or, for example, in relation to IDN PDPs, or do we want to do that kind of capacity building? I'm just asking. I don't know.

CHERYL LANGDON-ORR: Only if it's a gaping hole in whatever else ICANN, including the PDP processes themselves, is offering. And we have come a long way to see what webinars and capacity-building on topics is already done now. I think we're in a pretty good space. And my vote would be no, we don't need to duplicate things that are already built out.

HADIA ELMINIAWI: I would also say we don't need to because we have the Consolidated Policy Working Group. And through the Consolidated Policy Working Group, we are able actually to tell our community what's happening on those topics and to educate them more or less about these topics.

CHERYL LANGDON-ORR: Okay. Hadia, this review of these things is on today's agenda. When I read today's agenda, I assumed when it said your name next to it that you had reviewed them. That's okay that that's not the case. I am happy, if you wish me to, based on what I just suggested, which there is probably only a couple on this whole list that are worthy of our attention, if at all, to look at what I think would be anything that may have some relevance. And if there is material out of there that does have relevance, I will bring it to the next meeting. That can be an AI on me if you like.

HADIA ELMINIAWI: It's fine. We could both do this. I personally don't see much of relevant topics to us because we have the Consolidated Policy Working Group through which we introduce many of our, or almost all of our topics.

And we sort of have a way to educate our community and make them able to participate through another venue, which is the Consolidated Policy Working Group.

CHERYL LANGDON-ORR: I think the point from our last meeting though, Hadia, was that there does exist, at least in some of this NCSG material some already-created—not even documents—presentations from which we might take some leverage. And I think we can finish off with you and I then going through and just agreeing what can be reviewed. And I've suggested only the ones on the 2018 capacity-building as listed on here and the writing one. So if we have a look at those four and we will get back to the meeting next meeting with worth or otherwise of any of it. Okay?

HADIA ELMINIAWI: Yes. It makes sense to me. Yes. Thank you.

CHERYL LANGDON-ORR: Back to agenda, maybe, Gisella.

HADIA ELMINIAWI: Yeah. So if you could go back to the agenda. And the action item here would be for a me and Cheryl to go through these items again and come up next time with the items that we think we could make use of.

So any other business? If nothing, we can go to our next call. I think our next call we said that we want the next call to be next Thursday, same time but we need to get back to Olivier and Alan.

CHERYL LANGON-ORR: Hadia, we decided next Thursday when? When was that decided? I didn't quite catch—

HADIA ELMINIAWI: Didn't we say earlier?

GISELLA GRUBER: Sorry. Just as a FYI, Melissa's not available latter part of next week. So the suggestion by Heidi in the chat for us to get a call with Melissa and Alan and Olivier and Maureen and Cheryl early next week.

CHERYL LANGON-ORR: And next week clashes with the FY25 Strategic Outlook training running for two hours right across this block of time.

GISELLA GRUBER: So if we were looking to hold it on a Thursday again, we could try for the 31st of March at 18:00 UTC because by then, we will have changed times in Europe unless everyone would like to stick to 19:00 UTC. I'm more than happy to send out a quick note to the group unless you'd like a call before that. That still gives us 10 days before the actual workshop,

which is planned for Monday, the 11th of April. And we could slip a call in the week after from the 7th of April if necessary, a prep call.

HADIA ELMINIAWI: Okay. That works, Gisella. And I see Maureen saying 18:00 UTC. And that's different than the call that's going to happen between Melissa ... Yes, and that one will happen early next week, right, like Monday or Tuesday?

CHERYL LANGDON-ORR: When it suits Melissa and the other two, yeah.

HADIA ELMINIAWI: Okay. Very good.

CHERYL LANGDON-ORR: Can I just point out, Gisella, if you can just make a note of this, to double check with Wendy Profit because from this week on, there will be at least weekly—and possibly more than once a week going further on—meetings that involve myself and Daniel, and Sebastien, and Vanda, and other parts of the ATRT team with the OEC and lead board members on the Holistic Review pilot.

So we just had our meeting immediately before this meeting. So going back to 18:00 would absolutely clash if it was the same day and time. But if you work it out with Wendy, that's fine.

GISELLA GRUBER: Yes, Cheryl, noted. We'll check with Wendy and we will already pencil in the 31st of March, maybe 18:00 or 19:00 UTC, or whatever time it needs to be.

CHERYL LANGDON-ORR: Whatever works, yeah.

GISELLA GRUBER: Yeah. And I'll send a quick note to Melissa so that we can get the ball rolling for a call early next week, just as a little intro to Alan and to Olivier why we're actually inviting them. "[Inaudible] I'd like to invite you to a call [inaudible]—"

CHERYL LANGDON-ORR: You just put things in their calendar and we turn up. We all know that. Every chair knows that once you become a not-current-chair, we still have our lives run by you. It's not a problem. We signed ourselves over to you as chair and we are happy to stay managed by you to until our deathbeds. It's not a problem.

GISELLA GRUBER: You do get privileges, even as an ex-chair. It's good, easy.

HEIDI ULLRICH: Yeah, take notes, Maureen. Take notes, Maureen. It's not [inaudible].

CHERYL LANGDON-ORR: There is no escape, Maureen.

HEIDI ULLRICH: It is for life.

CHERYL LANGDON-ORR: There is no escape.

GISELLA GRUBER: You are ever forgotten. Sorry, interpreters, for speaking on top of each other. Never forgotten. That's all from me. Sorry, Hadia. Would you like to say the last few words?

HADIA ELMINIAWI: Thank you so much. That sounds great. Apologies for today because my connection is bad. I'm only on my mobile. But I think we were able also to finish this call with the appropriate action steps or action items. So thank you so much. Thank you so much.

CHERYL LANGDON-ORR: Well done, Hadia, under difficult circumstances.

MAUREEN HILYARD: Hi there. How are you?

HEIDI ULLRICH: Thank you, everyone.

GISELLA GRUBER: Bye, everyone.

CHERYL LANGON-ORR: Bye.

[END OF TRANSCRIPTION]