

**Chat Transcription**  
**Continuous Improvement Program**

15 MAY. 2024 @ 20:00 UTC

---

16:01:03 From Cheryl Langdon-Orr to Everyone:

    this is 0600 for me

16:01:14 From Cheryl Langdon-Orr to Everyone:

    1400 is really nasty

16:01:53 From Evin Erdogdu - ICANN Org to Everyone:

    Hello all, welcome :)

16:02:38 From Natalia Filina to Everyone:

    Hello dear all!

16:03:08 From Cheryl Langdon-Orr to Everyone:

    Reacted to "Hello dear all!" with ❤️

16:03:28 From Jessica Puccio - ICANN Org to Everyone:

    Reacted to "Hello dear all!" with ❤️

16:05:05 From Cheryl Langdon-Orr to Everyone:

    Excellent

16:05:24 From Tracy F. Hackshaw to Everyone:

    Reacted to "Excellent" with 🙌

16:05:48 From Natalia Filina to Everyone:

    @Tijani, great you are here!

16:05:51 From Natalia Filina to Everyone:

    Reacted to "Excellent" with 🙌

16:06:59 From Cheryl Langdon-Orr to Everyone:

    Structures also works for others I would think

16:07:20 From Cheryl Langdon-Orr to Everyone:

    "constituencies" is a term of art for only 1 SO

16:07:34 From Cheryl Langdon-Orr to Everyone:

but they are also structures

16:08:14 From Caleb Ogundele to Everyone:

NPOC and NCSG loves that feedback from Tijani.

16:08:28 From Bill Jouris to Everyone:

Replying to "but they are also st..."

The structures are helpful. But it would also be helpful to have a couple of examples of what is expected under each section

16:08:58 From Amrita Choudhury to Everyone:

Makes sense Cheryl

16:10:41 From Chokri Ben Romdhane to Everyone:

+1 Alen this exactly the Case of RALO

16:10:51 From Cheryl Langdon-Orr to Everyone:

the structures of (where applicable) of the SO, AC or NomCom

16:14:48 From Evin Erdogdu - ICANN Org to Everyone:

Reacted to "the structures of (w..." with 👍

16:16:08 From Chokri Ben Romdhane to Everyone:

changing Criterias of Principle 4 , 5 for RALO will be also suitable

16:16:48 From Cheryl Langdon-Orr to Everyone:

I'd review all 5 in terms of the specific language here

16:16:57 From Evin Erdogdu - ICANN Org to Everyone:

Reacted to "I'd review all 5 in ..." with 👍

16:17:15 From Cheryl Langdon-Orr to Everyone:

the SO, AC and NomCom Language was specific put of ATRT4

16:17:22 From Cheryl Langdon-Orr to Everyone:

\EEK ATRT3!

16:17:35 From Chokri Ben Romdhane to Everyone:

Reacted to "\EEK ATRT3!" with ❤️

16:18:06 From Jeffrey Bedser to Everyone:

Reacted to "Hello dear all!" with ❤️

16:21:06 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

Exactly Alan the terms are Bylaw based

16:23:19 From Yvette Guigneaux - ICANN Org to Everyone:

@Sean Copeland - ccNSO Council - nic VI - that title slide is fantastic, nicely done.

16:23:32 From Evin Erdogdu - ICANN Org to Everyone:

Reacted to "@Sean Copeland - ccN..." with 🌟

16:23:54 From Sean Copeland - ccNSO Council - nic VI to Everyone:

Reacted to "@Sean Copeland - ccN..." with 👍

16:24:32 From Amrita Choudhury to Everyone:

APRALO is having a small team working on the criterias and SMART indicators around the 5 Principles from APRALOs perspective which may have been updated by Justine last week

16:25:16 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

Reacted to "@Sean Copeland - ccN..." with 🌟

16:25:40 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

Reacted to "APRALO is having a s..." with ❤️

16:26:06 From Natalia Filina to Everyone:

Reacted to "APRALO is having a s..." with 👍

16:26:09 From Natalia Filina to Everyone:

Reacted to "@Sean Copeland - ccN..." with 🌟

16:28:02 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

Yes I recognise that room!

16:28:11 From Yvette Guigneaux - ICANN Org to Everyone:

Reacted to "Yes I recognise that..." with 👍

16:35:44 From Natalia Filina to Everyone:

This way is always effective to get a diverse feedback, make brainstorming, engage more people. Great OST example.

That is why we may think about innovative approach as an additional principle, we should be not struggled in the old-school, classic ways to work

16:42:05 From Chokri Ben Romdhane to Everyone:

Also appreciate OS thank you for introducing it

16:47:59 From Tracy F. Hackshaw to Everyone:

Also with interpretation - important for many stakeholders groups

16:48:15 From Evin Erdogdu - ICANN Org to Everyone:

Reacted to "Also with interpreta..." with 👍

16:48:19 From Natalia Filina to Everyone:

Reacted to "Also with interpreta..." with 👍

16:49:15 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

Lot of realestate required

16:49:45 From Amrita Choudhury to Everyone:

What was the duration of he OST at Hamburg?

16:50:01 From Amrita Choudhury to Everyone:

Replying to "What was the duratio..."

\*the

16:50:10 From Amrita Choudhury to Everyone:

Replying to "What was the duratio..."

thanks

16:50:21 From Tracy F. Hackshaw to Everyone:

We are now trying to do workshops like this in the GAC - we group the folks into small language groups - amazing how people speak more when they are more comfortable speaking in their native language. However, not everyone was happy, and it bringing the (many) remote participants into the session is/was challenging.

16:50:32 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

Replying to "What was the duratio..."

idealy runs at least a day if not 2-3

16:50:55 From Natalia Filina to Everyone:

Reacted to "We are now trying to..." with 👍

16:50:58 From Amrita Choudhury to Everyone:

Replying to "What was the duratio..."

thanks Cheryl. That was also my understanding

16:51:01 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

Reacted to "We are now trying to..." with ❤️

16:51:25 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

freshblood so to speak

16:52:39 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

what develop effective In-Service Training!!! good grief!!!

16:53:02 From Tracy F. Hackshaw to Everyone:

GAC Capacity Development multi-language breakout at ICANN 78:

<https://photos.app.goo.gl/wjWW1Gzwjyw6GG1SA>

16:55:39 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

goes to the Plannin planning planning then ... you designed a fall back :- ) respect \*hug\*

16:56:53 From Natalia Filina to Everyone:

it is a lot of work and additional support from the staff for sure

16:57:18 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

so well designed hooks

16:57:20 From Chokri Ben Romdhane to Everyone:

Aa Introduction from AGIL What is Open Space?

16:57:33 From Tracy F. Hackshaw to Everyone:

ICANN 79: <https://photos.app.goo.gl/9nE2XfcpXCAMiYDS9>

16:57:36 From Natalia Filina to Everyone:

Reacted to "so well designed hoo..." with 👍

17:00:45 From Chokri Ben Romdhane to Everyone:

Reacted to "ICANN 79: https://ph..." with 👍

17:01:13 From Chokri Ben Romdhane to Everyone:

+1 Sean

17:01:41 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

the people who want to be there police themselves others do not turn up or leave

17:04:39 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

tough Jobd make or break you

17:05:11 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

and ICANN does require volunteers

17:06:23 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

All forms of \*effective\* workshopping are a tool option in MPOV but they need to be fit for purpose

17:07:13 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

need a good threat

17:08:46 From Tracy F. Hackshaw to Everyone:

And they should be "inclusive by design", otherwise groupthink will set in

17:11:04 From Tracy F. Hackshaw to Everyone:

One of the issues plaguing the GAC ... and I daresay many stakeholder groups in ICANN is that the voices are always the same ... it's very difficult to get new voices to engage, and engage over a sustained period of time.

17:11:57 From Tracy F. Hackshaw to Everyone:

And despite the number of new faces appearing, the new voices do not match ...

17:12:42 From Tracy F. Hackshaw to Everyone:

I believe that's one of the biggest CI nuts to crack

17:12:55 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

Replying to "One of the issues pl..."

This type of tools could be a great idea for trying with the GAC

17:13:09 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

Replying to "One of the issues pl..."

and PARTS of At-Large

17:13:22 From Tracy F. Hackshaw to Everyone:

Replying to "One of the issues pl..."

Only with interpretation and remote participation

17:13:37 From Tracy F. Hackshaw to Everyone:

Reacted to "This type of tools c..." with 👍

17:13:42 From Benjamin Akinmoyeje to Everyone:

I agree with group planning the logistics for this

17:13:57 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

Have plants I the rooms as well as a decent facilitator

17:14:04 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

real or virtual room

17:14:18 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

and I do not mean greenery as plants

17:14:34 From Natalia Filina to Everyone:

Replying to "Have plants I the ro..."

decent facilitator 👍

17:15:37 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

it is indeed HUGE but I agree worth it

17:15:46 From Amrita Choudhury to Everyone:

Thanks Sean for the presentation

17:15:48 From Tracy F. Hackshaw to Everyone:

However, I am a big believer in getting the fundamentals right before experimenting ... fixing/dealing with the problems that are right in front of us instead of pretending they don't exist.

17:15:48 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

Kudos Sean

17:16:23 From Benjamin Akinmoyeje to Everyone:

thank you for sharing Sean 🙌

17:16:27 From Natalia Filina to Everyone:

It reminds me our great leadership 2 days in March 2023 (Cancun). Great organized on this way.

Thanks Sean

17:17:00 From Tracy F. Hackshaw to Everyone:

Reacted to "thank you for sharin..." with 🙌

17:17:18 From Sean Copeland - ccNSO Council - nic VI to Everyone:

Reacted to "It reminds me our gr..." with 👍

17:17:21 From Sean Copeland - ccNSO Council - nic VI to Everyone:

Reacted to "thank you for sharin..." with 👍

17:17:26 From Sean Copeland - ccNSO Council - nic VI to Everyone:

Reacted to "Kudos Sean" with 👍

17:17:33 From Jessica Puccio - ICANN Org to Everyone:

Reacted to "thank you for sharin..." with 🙌

17:17:37 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

but again in all this "Communication" (\*effective\* of course) is the Key!

17:17:45 From Natalia Filina to Everyone:

Reacted to "but again in all th..." with 👍

17:18:03 From Tracy F. Hackshaw to Everyone:

Reacted to "but again in all th..." with 💡

17:18:17 From Tracy F. Hackshaw to Everyone:

Replying to "but again in all th..."

Amen to that

17:18:32 From Sean Copeland - ccNSO Council - nic VI to Everyone:

Replying to "However, I am a big ..."



Oddy the format is well suited for problems that are current and pressing. In the OST research, there are a couple of cases where that was shown.

17:18:38 From Sean Copeland - ccNSO Council - nic VI to Everyone:

Reacted to "Thanks Sean for the ..." with 👍

17:18:42 From Sean Copeland - ccNSO Council - nic VI to Everyone:

Reacted to "However, I am a big ..." with 👍

17:20:00 From Tracy F. Hackshaw to Everyone:

Replying to "However, I am a big ..."

I meant logistical challenges (i.e. language barriers, remote participation, fundamental lack of knowledge, constant turnover of members - GAC challenges.

17:20:04 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

with the suggest of rewording on some of the principles today I think we are ok with the 5 June deadline

17:20:20 From Amrita Choudhury to Everyone:

Reacted to "with the suggest of ..." with 👍

17:20:48 From Jessica Puccio - ICANN Org to Everyone:

Reacted to "with the suggest of ..." with 👍

17:21:28 From Tracy F. Hackshaw to Everyone:

Replying to "However, I am a big ..."

These methods work best, in my experience when folks have an excellent base knowledge - not experts, but at least base knowledge, and the logistics are supportive. Again, these are perhaps peculiar GAC issues, but issue they are.

17:23:54 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

Thx for the more detailed dates it will assist in our own planning

17:24:45 From Natalia Filina to Everyone:

+1 Amrita

17:24:45 From Evin Erdogan - ICANN Org to Everyone:

Reacted to "Thx for the more det..." with 👍

17:25:23 From Amrita Choudhury to Everyone:

Reacted to "Thx for the more det..." with 👍

17:28:15 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

the working with 3rd part developer is slated for Aug I thought in another slide

17:28:30 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

survey developer

17:29:09 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

and sure some of our structures may wish to beta test etc.,

17:31:50 From Larisa Gurnick - ICANN Org to Everyone:

@Sean Copeland - ccNSO Council - nic VI - would you have a comment on the timeline in light of the work that the ccNSO has been doing?

17:34:01 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

Desire to expedite Yes

17:34:18 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

typos \*SIGH\*

17:34:55 From Chokri Ben Romdhane to Everyone:

thank you all

17:34:58 From Amrita Choudhury to Everyone:

Thanks a lot and bye everyone

17:35:33 From Larisa Gurnick - ICANN Org to Everyone:

Thanks Sean

17:36:12 From Natalia Filina to Everyone:

thankful for the meeting

17:36:21 From Cheryl Langdon-Orr - ALAC Rep to Everyone:

Bye for now then...

17:36:37 From Rao Naveed Bin Rais to Everyone:

thanks. bye

17:36:39 From Natalia Filina to Everyone:

bye all!!!!

17:36:39 From Evin Erdogan - ICANN Org to Everyone:

Thank you all - appreciate your time.