All questions and completed forms should be sent to controller@icann.org.
Please remember that the deadline for FY18 Budget consideration is **10 February 2017.**

REQUEST INFORMATION

Title of Proposed Activity	
Continuation of pilot ICANN Academy Chairing Skills Program	
Community Requestor Name	**Chair**
Sandra Hoferichter	Sandra Hoferichter, Chair of the Academy WG
ICANN Staff Community Liaison	
Ergys Ramaj/Heidi Ullrich	

REQUEST DESCRIPTION

1. Activity: **Please describe your proposed activity in detail**

Each course of the ICANN Academy Chairing Skills Program will be divided into two parts:

1)   Telephone Chairing Skills – session to begin in January 2017

2)   Face-to-Face Chairing Skills - session to take place around ICANN 58

The aim of dividing the course into two parts is to focus both on the development of one skill at a time as well as to incorporate feedback from the first session into the second.

The Telephone Chairing Skills (Part 1) is planned to begin in January 2017. The results of Part 1 will feed into the Face-to-Face Chairing Skills (Part 2) that will start prior to ICANN 58 in Copenhagen and continue during this meeting.

A professional external coach from Incite Learning and community coaches will facilitate the course. Incite Learning has been a regular contributor to the LP that has been held since 2013.

The training is in real time using current challenges and issues facing the chair. Coaches will be available to their trainees throughout CSP Parts 1 and 2 for just-in-time questions and concerns.

CSP Program Outline:

Part 1 – Telephone Chairing Skills Development

- Coach introduction and training – Call to include Incite Learning the community coaches and staff; Aim is to introduce the course to the coaches and train them in telephonic chairing skills (telephonic; 1 hour)
- Group introduction to course – Call to include Incite Learning, community coaches, trainees and staff; Aim is to introduce the course and introduce the coaches to their trainees (telephonic; 1 hour)
- Individual observations (1) – Coaches (external and community) to observe a call that their trainee is

chairing (telephonic; 1-2 hours)
- Evaluation and discussion among the coaches before providing feedback to the trainee (Telephonic; 30 min plus email)
- Individual observations feedback – Coaches (external and community) to offer feedback to individual trainees; Segments of meeting recordings to be used as training tool; role play included (telephonic; 1-2 hours for call; 2 hours preparation)
- In conjunction with a subsequent ICANN meeting:
    - Individual coaches and trainees meetings – Coaches to meet f2f informally with their trainee for further feedback (optional)
    - Group meeting – All coaches and trainees to meet f2f to discuss experiences and best practice. (1-2 hours).
    - Individual observations (2) – Coaches (external and community) to observe a 2nd call that their trainee is chairing to see how the feedback was taken up including a short feedback (telephonic; 1-2 hours)
    - Group call – Call to discuss best practice and lessons learned as well as to review the first session. This call to include facilitators, coaches and trainees (telephonic; 1 hour)

Part 2 – Face-to-Face Chairing Skills Development taking place during an ICANN meeting

- Coach introduction and training – Call to include Incite Learning the community coaches and staff; Aim is to train the coaches in f2f chairing skills (telephonic; 1 hour)
- Group introduction to course – Call to include Incite Learning, community coaches, trainees and staff. Aim is to introduce the course and introduce the coaches to their trainees (optional; telephonic; 1 hour)
- Individual observations – Coaches (external and community) to observe a f2f meeting that their trainee is chairing (f2f; 1-2 hours)
- Evaluation and discussion among the coaches before providing feedback to the trainee (f2f; plus email)
- Individual coaches and trainees meetings – Coaches to meet f2f informally with their trainee to provide feedback (1 hour)
- Group meeting – All coaches, trainees and to meet f2f to discuss experiences and best practice (2 hours)
- Group call – Call to discuss best practice and lessons learned as well as to review the second part This call to include coaches, trainees and staff (telephonic; 1 hour)

2. Type of Activity: e.g. Outreach - Education/training - Travel support - Research/Study - Meetings - Other

Training course entitled Chairing Skills Program under the auspices of the ICANN Academy.

3. Proposed Timeline/Schedule: e.g. one time activity, recurring activity

Continuation of the ICANN Academy Chairing Skills Program to include courses upon demand by the ICANN community. This may be up to three courses per FY.

Each course will need to start approximately three months prior to an ICANN Meeting. The first session will focus on telephonic chairing skills. The second session will focus on f2f chairing skills. The second session will take place during an ICANN Meeting.

Possibly this course has the potential to become an ongoing effort over the following years taking place on demand by the community. Newly assigned chairs might register for the course when taking position in order to be most effective form their start. A pool of community coaches with the assistance of a professional external facilitator (Incite Learning) could answer the requests from the community.

REQUEST OBJECTIVES

1. *Strategic Alignment.* **Which area of ICANN's Strategic Plan does this request support?**

This activity is placed within the first ICANN Strategic Objective:
Evolve and further globalize ICANN. In particular, 1.3: Evolve policy development and governance processes, structures, and meetings to be more accountable, inclusive, efficient, effective and responsive.

2. *Demographics.* **What audience(s), in which geographies, does your request target?**

All ICANN Community Chairs, including AC/SO Chairs, WG Chairs, and sub-group chairs of the ACs, SOs and Board are eligible to participate in the second year of the pilot ICANN Academy Chairing Skills Program.

3. *Deliverables.* **What are the desired outcomes of your proposed activity?**

The primary deliverable of this pilot Chairing Skills Program is to increase the efficiency and effectiveness of ICANN WG and sub-group management through training in the development of
strengthened chairing and group management skills.

As in the first pilot, the training will include theoretical and empirical evidence of chairing skills, best practice examples within the ICANN context, an interactive online course, and hands. It will also build on the experience of the Coaches and Coachees of the first pilot.

Coaching by external and community facilitators will allow participants to practice the skills taught during the course.

It is expected that with improved chairing skillsets, community members, WG and sub-group participants will benefit from an improved experience within ICANN WG and sub-groups. As chairs and sub-group leaders demonstrate their new skills, AC/SO and WG membership will likely increase, be more inclusive as well as see an improvement in the quality of WG output.

These additional results will have the result of strengthening of ICANN's unique multi-stakeholder model of internet governance.

4. *Metrics.* **What measurements will you use to determine whether your activity achieves its desired outcomes?**

Measurements used to determine the success of the pilot ICANN Academy Chairing Skillset
Development course include, but are not limited to, the following:
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Improvement in the quality and quantity of ICANN WG and sub-group output and collaboration
-
Increased efficiency and effectiveness of WG and sub-group activities.
-
Strengthened management skills by community leaders.
-
Enhanced WG experience by WG participants due to better Chairing skillsets

RESOURCE PLANNING – INCREMENTAL TO ACCOMMODATE THIS REQUEST

Staff Support Needed (not including subject matter expertise):

Description	Timeline	Assumptions	Costs basis or parameters	Additional Comments
DPRD and At-Large staff support.	As required by demand for the course.	Preparation calls, logistical planning for teleconference and face-to-face meetings as well as on-site assistance. Total time estimated at 30 hours.	Assumed that these responsibilities will be part of normal staff support.	Support includes logistical support and program development support.
Development of ICANN Learn Course		The development of an ICANN Learn course for use during the course. To be developed by the program leaders and the external facilitators with guidance by the coaches.	Assumed that these responsibilities will be part of normal staff support.	

Subject Matter Expert Support:

A subject matter expert on facilitation of groups from Incite Learning is being requested to continue their work in the implementation of this course. They were instrumental in the first pilot and will be able to continue to provide Instrumental expert support in the next few courses.

We expect the subject matter expert to require 20 to 30 hours of input.

They will be requested to work with the community organizers and community facilitators to update the program based on the initial pilot's results. In addition, they will be requested to lead the f2f and telephone sessions.

Technology Support: (telephone, Adobe Connect, web streaming, etc.)

A meeting room at relevant ICANN Meetings for the f2f best practices session.
AC room and presentation laptop for the f2f meetings.
An AC room for the pre and post teleconferences.

Language Services Support:

N/A

Other:

One dinner for the group during the f2f training session.

Travel Support:
Travel support for the Incite external facilitator to ICANN meetings at which the f2f sessions will be held.

All other participants will be requested to have travel support to relevent ICANN Meetings. |

Potential/planned Sponsorship Contribution:
None planned.