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UNKNOWN SPEAKER: First of all, I'm just looking at the... Do we have any others that are dialed in that are not on Adobe Connect?

CHUCK: I didn't have the Adobe Connect link, so if somebody can send that to me. This is Chuck. I'll connect.

UNKNOWN SPEAKER: Chuck, it's pretty straightforward either way, we're just going to be discussing, just evaluating the CSP. So, the only thing you'd miss is being able to type in and just like [CROSSTALK]...

CHUCK GOMES: That's fine with me if it works for you.

UNKNOWN SPEAKER: Yeah, that's fine for me, yeah. So, any others that we know of that are not on Adobe Connect that are on, besides Chuck?

UNKNOWN SPEAKER: Hi, it's [inaudible] speaking. I'm on audio.

UNKNOWN SPEAKER: Okay, great.

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*Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.*

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HEIDI ULLRICH: David, if you wish, we can do a roll call, and you'll hear everyone who is on the call.

DAVID KOLB: Yeah, please let's do that. Thank you.

HEIDI ULLRICH: Okay. Over to you Evan.

EVIN ERDOĞDU: Great. Good morning, good afternoon, and good evening everyone. And welcome to the Chairing Skills Program call on Thursday 1<sup>st</sup> of June 2017 from 14:00 UTC to 15:00 UTC.

Today on the call we have with us, David Kolb, Sandra Hoferichter, Tijani Ben Jemaa, Thomas Rickert, Carlos Vera, Alan Greenburg, and Chuck Gomes.

We have no listed apologies.

And on staff we have with us Heidi Ullrich, Silvia Vivanco, Gisella Gruber, Mario Aleman, and myself, Evan Erdoğan. I will also be doing call management.

And kind reminder to please state your name for the record. And with that, I'll turn it over to you, David. Thank you very much.

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DAVID KOLB:

Thank you. So, David Kolb. So, the purpose of our call today really is to wrap up the coaching skills program. So, this is the call for the coaches to talk about how it went, and real simple format on the agenda, more of, less of, same as. If we do this again.

And then I've got a similar call set up with the coachees for next week. So, just want to get input from everybody as we go forward, and making notes all along in the process as we worked our way through. And I just wanted to have an opportunity for the coaches to contribute to how this was for you, and what you would like to see going forward, that would be helpful.

And you're really kind of working with two perspectives. So, one, if you want to coach again, obviously, we'd love to have you. But two, you know, for other coaches, what would be helpful to them? So, what you would think about what you'd like to see more of, less of, same as, that's what I would like to hear.

And obviously too, I will add one caveat, is that, if you've got some feedback that you would just like to share with me, please just send me an email, and I'll incorporate that into my synthesis for the overall feedback. If there is something, you know, you don't want to say on the phone call. So, feel free that we'll have a confidential email exchange as well.

So, with that, I'll turn it over to the coaches, just to hear from everybody, you know, what your input is on what you thought of the program.

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THOMAS RICKERT: David, can you put me in the queue? This is Thomas.

DAVID KOLB: Say that again, I'm sorry.

THOMAS RICKERT: This is Thomas. Can you please put me in the list of speakers?

DAVID KOLB: Evin, can you take care of that?

ALAN GREENBERG: He's the only one. Thomas, start.

DAVID KOLB: Yeah, go for it, Thomas.

THOMAS RICKERT: Okay. I was just uncertain if others had raised their hands in the Adobe. I'm only on audio. I just wanted to just let you know that I wanted to make a comment.

Maybe I should say that, in retrospect, maybe I was not an ideal coach, because I am extremely busy, as I'm sure many of you are, and my coachee is extremely busy, so while we have been in touch and spoke, I think it was not as intense as maybe my coachee would like to. [Inaudible] that we can continue this exercise beyond formal end of this

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program, so that she can get more feedback from me, but I think that you know, one maybe requirement that could be formally introduced into the program if it continues is that this matchmaking is actually possible in terms of making [time?] for both parties are available.

You know, [inaudible], basically we're both busy. I think seven time zones apart or so, so it was quite difficult to get in touch. So, I hope that [inaudible] could at least benefit a little bit of me being her coach, but this is criticizing, my fault, not the program at all which I applaud very much.

DAVID KOLB:

Great. Thank you, Thomas. This is David. So, I agree. I think one, that it's great that you're willing to continue on, and my hope is for a lot of the coaches that were involved, that you do continue a relationship with the coachee to be helpful to them, but obviously it's not a commitment in the program.

And two, it is a matter of getting that commitment from both parties, that you know, I will make time available over this period of time, you know, to receive the coaching, or to be a coach. So, I think that would be a great choice. Alan, how about you? I see your hand up.

ALAN GREENBERG:

Thank you. A couple of things. First of all, I think there needs to be more triage done in selecting both the coaches and the people being coached, other than just say put their hand up. I received informal feedback, not with respect to me or my person I'm coaching, but other

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people in the program, that some of the coaches were perhaps less than optimal. Whether it was in their actual chairing skills or in their ability to interact, and although it's nice to simply take anyone who puts their hand up, I think it resulted in less than optimal results.

And that was evident in my particular case. The person that I was coaching, is only minimally chairing a working group, or partially chairing one working group, and it's not the kind of group that really demonstrates skill in chairing, other than dealing with frustration of no one speaking. And also, she wasn't chairing any in person meetings, so that part of the program just went by the wayside completely.

So, you know, I think we have to do more selection in the process, if this is going to really have real effects.

DAVID KOLB:

Good. Thank you for that, Alan. I would agree as well. That was definitely in my notes early on, and got some of the same feedback from some of the coaches and coachees. I know, Alan, you went from being a coachee to being a coach and back and forth.

ALAN GREENBERG:

Which just shows how much triage was done.

DAVID KOLB:

Exactly. You have your hand up, you have a pulse, do you want to be a coach? Absolutely, thank you. Chuck, how about you? You've got your hand up.

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CHUCK GOMES:

Yes. Let me first respond to both Thomas and Alan, and then I'll share my feedback of my experience and some suggestions. First of all, let me say that I strongly, very strongly, support what both of them said. And their comments really connect in my mind. In my case, I was a coach.

Like Thomas said, I am very busy, as was the coachee that I was talking about. So, I'll qualify all that I'm going to say with that. But if the coachees aren't able or committed to be responsible, it makes it very difficult in a busy schedule to do this. And so one of the things, in terms of the vetting of the candidates for coachees as well as coaches, I'm particularly focusing on the coachees, they...

If they cannot, because they're physically unable or their schedule is too busy, to be responsive when the coaches provide information and ask for feedback, it doesn't work very well. And in the case of the person I was coaching, first of all, she was very qualified and does a very good job chairing anyway, but so I don't think she had a super need for coaching.

But we did work through the technical connectivity issues, because she lives in an area where the connectivity is not great. We worked through that. But, I mean, what? Three, four weeks ago, I sent feedback on the sessions I observed, I have yet to receive anything even after several reminders.

Now, are there technical problems that cause that? I don't know. But something needs to be done to ensure responsiveness. Now, maybe totally beyond her control. Maybe my messages didn't get through.

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Maybe phone contact in this case was particularly difficult, so it has been Skype and email mostly. But there has to be a commitment on the part of the coachees to be responsive in a timely manner, otherwise when the coach already has a busy schedule, it just takes more time, and makes it less feasible to do.

So, again, strongly reinforce both Thomas's and Alan's suggestions. Now, let me get to my feedback. So, because of the technical difficulty, and coordinating times and different time zones, we actually did something that may be a useful idea for the coaching program going forward. What my coachee is provide me the recordings, links to the recordings for meetings that she chaired.

And so, I was able, on my own time, then I didn't have to find open time on my schedule, to listen to the recordings, and then provide feedback on that basis. That worked out really well for me, and then also, I didn't have to be on the live call, which some groups may be concerned about. I don't know.

That wasn't an issue here that I'm aware of. But that's a technique that I think could be used very effectively in the coaching program now. I ended up listening to three meetings that my coachee chaired, and I provided written feedback to the coachee. My problem is, I haven't gotten any response, and that's why I haven't gone into the website and put my information in, because I don't know if my feedback was useful, or if it was received, or anything.

So, that's my feedback on this, and I really appreciate Thomas's and Alan's suggestions because I think they're right on.



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DAVID KOLB:

Thank you, Chuck. And I think, I would agree too. I love the idea of just sending recording links, maybe not just, but the coach on the phone call should just be on the phone call, and not be participating anyway. So, it doesn't, there is no downside and you can do it more your convenience, and the other thing I'm hearing is, just having the commitment from the coachee to get back to the coach, so you know, this would be what's helpful.

Just getting some sort of a communication there. If you're taking the time to provide the feedback, at least getting some responsiveness on that. Great. Thank you. Tijani...? Go ahead.

TIJANI BEN JEMAA:

Thank you very much, David. Tijani speaking. My experience is a happy one, because I am really lucky. I had a coachee who [is in the same] time zone, also was very cooperative. We agreed on everything by Skype before the sessions he shared, and we did, I did a hearing on a call, he shared the call. And I also attended a face to face meeting in Copenhagen that he chaired.

He's the chair for the NCUC, so he is an important person. My personal feeling, my personal remark, is that the cooperation between the coachees and coaches, is important, very important, the friendship. Because when there is not such corporation such, how to say? Common view between network.

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And everything, every remark I made to my coachee, he agreed on, and he explained it, and I understand he is right because of the [inaudible] of the group he chaired, and then for the face to face meeting, there was almost no remark to make to him.

And unfortunately, we didn't have the time to make the evaluation face to face, directly. We tried several times, but each time we miss each other because there is another conflicting thing. But I have a very good experience with this program, and I hope it will continue for other people for sure. And for the remark of Alan, I think he's right. Because first of all, not every coachee is coaching some of those things, and not every coach has the ability to make this job.

So, I think he's right to have some criteria to select coachee, coaches, and also great idea to select coachees.

DAVID KOLB:

Great, thank you. Alan?

ALAN GREENBERG:

Thank you. Alan speaking. A couple of further things. You mentioned that the coach shouldn't be participating in the meeting. Again, that comes down to the selection. The coachee that I was assigned to, chairs a meeting that I attend, and as it turns out, I'm one of the more prolific speakers at this meeting.

So, it made an interesting dynamic. I mean, that being said, I'm not sure we got a lot of it as a coach or a coachee, on the other hand, I met a nice person and know I'll know in the future, and that's all well and

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good. And we certainly got along well together. But I don't think it ended up being a particularly productive relationship in terms of coaching.

And I wonder to what extent... It's fine to have all of this, you know, volunteer, other than, to be blunt, other than your costs, this is a free program. I'm not convinced that that's really what ICANN needs. You know, I think ICANN should be investing more in coaching skills and training, whether it's a tutorial or a self-learn thing or whatever, when people are appointed to positions, rather than, this may be an interesting follow-on to that, but I think we have the cart before the horse. Thank you.

DAVID KOLB:

Thank you. And on that note too, something to add into feedback is, I guess there is kind of two questions here. So, one is, was the content helpful that I shared with you at the beginning of the program? Both on coaching methodology as well as virtual coaching. And then two, what could we do that would be more effective going forward reference content?

Alan's point on providing coaches with some sort of skills training, which may be separate from this program, it may be something additional. So, I'll just throw that in as something to think about. Please.

THOMAS RICKERT:

It's Thomas. Can I...? Okay. First of all, I thought [inaudible] were very useful. I found that a very good read. And I learned a lot from it. I think

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as we move on, I think it's, it would certainly be valuable to get trained trainers following a suggestion to make sure that the quality is high, and that the coachees actually get the best out of this program. But maybe adding to what Chuck said, I've also analyzed the recording and can provide written feedback.

I think what could be done at the start of the training program is, before you do the matchmaking between coaches and coachees, if a coachee has a regular call that he or she moderates, he or she should say what type of call that is, and when it is usually scheduled, so that the coach can then consider whether he or she is able to make that specific time slot.

So, that you know whether you can work synchronically or [inaudible] with the recording. While, you know, I think in most cases, the coach will not be an active participant in the discussion, as in Alan's case, I think there is a beauty in having both the coach and the coachee on the call, so that you know, the coach can have a backchannel with the coachee, and when the coachee gets stuck, provide some feedback via Skype.

I'm sure that many, if not all of you, use Skype backchannels to help out if you come into a difficult situation. And I would love to have offered exactly that to my coachee, but [inaudible] come together in such a real time communication suggestion, if you wish.

DAVID KOLB:

Great. Good, thank you on that too, Thomas, and I appreciate the comments on the content as well. One of the things, just to let you

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folks know what we're discussing for the next round of this, if we go forward with it, is to begin the chairing skills program, at a meeting. So, for example, if we used this past year, we would actually start the process in Denmark, and then end the process in Johannesburg.

So, we start with face to face, and we start with that training face to face on how to use solution focused methods, with time being short. Talking about best practices that we've learned from the pilot, and then moving forward from there. So, that's definitely in the mix, and then trying to be more helpful during the process too for people.

So, that's one of the variations that we're looking at. Sandra, you have your hand up. Let's move to you.

SANDRA HOFERICHTER: Thank you very much. It's Sandra speaking. Can you hear me?

DAVID KOLB: Yes.

SANDRA HOFERICHTER: Wonderful. I'm looking at this program from two sides. One, because I was a coach myself, I had one coachee. And from another angle, as the chair of the ICANN Academy and therefore, I'm listening very carefully to your comments, and how to proceed forward. First, let me quickly summarize some experiences with my coachee.

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I think it was a very positive and very quick experience, quick in terms of the scheduled call, [inaudible] call, a face to face meeting in Copenhagen, very flexible. We... I was participating for one and a half hour in the meeting she was sharing, and we met for 30 minutes during the Copenhagen meeting, and we both found this two hours spend together, very, very effective.

We didn't know each other before, and but I'm sure when we meet now in the corridors we have a kind of personal relationship because it was some kind of trust building exercise, I would say. And this is actually the difference to the leadership program, where you bring a group together and socialize them, and do a trust [inaudible] on them, and do a team building on this.

Here the program requires, if it is set-up right, and we are not yet there, but I think we can introduce mechanisms that this is a self-organizing process. It requires only little resources from staff side, and only little financial resources. And when I listened to the ideas that we are not trying to get coachee and coach together on one call, or on one meeting, but to listen to a recording, that's even next step for further improvement, which allows our busy schedules for some flexibility.

So, I think that program in general is very valuable, because it's really a program from the community for the community, and on a very high-level, on a leadership level, actually, which is something I cannot remember that we had something like this at ICANN so far. I think it's a trust building exercise on a bilateral level, which can be very helpful in terms of working together in other ICANN forums.

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And I really hope that we could incorporate all the good ideas and comments, the criticism, and the positive feedback we got, into a stable process, so that this becomes self-organizing and self-introducing program, over the year, where coachees and coaches can step-up and down as they are available, and that we have [inaudible] a few approaches, and then we have coachees who are new in the position and who would like to run from the experience from experience towards us.

I know this term mentorship has been used inflationary at ICANN, but I really think this is truly, or this can become truly a real mentoring program. And I would say we should try to develop that further, taking all of the critical feedback, which was mentioned during the call, and we would discuss this further at ICANN in Johannesburg, taking all of this into account. Thank you.

DAVID KOLB:

Great, thank you Sandra. Renata, I've been reading your messages as well. I see you have your hand up too.

RENATA AQUINO RIBEIRO:

Yes. Hi, Renata. I hope you can hear me okay. I just have remembered that the beginning of the program, we talked a bit about the technology itself of chairing calls in Adobe Connect, and it took up quite a while. So, one of the recommendations I have is also perhaps rethinking remote participation, and online chairing at online meetings, as a major part of the program as well.

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And interestingly, my coachee, I had several opportunities to watch her chairing skills, an intersessional meeting that GNSO had. But her managing the Connect was also a part of my report, and it gave her interesting insights on how she would pace herself between the tools that were available to her, and the information that she, the moderation between different participants of her group.

She had a disruptive participant at one meeting, and she had to deal with a rather difficult situation. So, it was a very important part of my report. And I think these are, these exchanges of experiences that chairs may have regarding to online meetings or so, our very [inaudible] so perhaps we could have, if the program was part in one meeting, and in another meeting, it's a long time between meetings, so perhaps we could have some sort of strategy for exchanging more experiences and solutions.

I think that would mean a great deal to my coachee. On to the topic of selecting coaches and coachees, for instance I have not been a chair in ICANN. I'm executive committee only. I have been a chair outside of ICANN, so I also had another perspective, on remote meetings that have my co-chair lot. So, I think there should be a broad way to view this selection process, what skills people have outside of ICANN chairs.

So, these are my observations for now.

DAVID KOLB:

Okay, thank you. Yeah, I think so. So, what I'm hearing is being inclusive about outside experience that may be applicable to the ICANN situation. That's great. Chuck? I see your hand.



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CHUCK GOMES: Yeah. I have a question. Thanks David. Am I correct in assuming that you'll be doing a call like this with the coachees without the coaches on the call? And of course, it would be helpful for us to receive any feedback that can be shared for that. But I think that is really critical because that will be, I think, the most important test of how successful the program was.

DAVID KOLB: Agreed. And that's definitely the intension. I wanted to separate these calls, so and what I will do, my commitment to you all, is to synthesize that feedback from the coachees in a non-personal way to just provide it to the coaches, this is their experience so we'll know that going forward.

Other comments?

So, I'll throw a variation on question to you, which is, so, how can...? Myself.

UNKNOWN SPEAKER: ...on the chat list.

DAVID KOLB: I'm sorry?

Comments on the chat? I see Renata, and I see Carlos's. Anything I'm missing?

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Okay. So, the question I wanted to ask was, how we, the staff and myself, could be more effective going forward in the program? How could we be more supportive to you? How could we be more interactive with you?

Some of the feedback I've received along is to send out reminders in the sense of not like a meeting reminder, but more of a content reminder, if you will, of here are some thoughts about coaching. Here are some other methodologies. Here are some things that we learned about best practices for virtual engagement and things like that.

Were maybe weekly in the time of the program, you're getting something from me and something from the chairing skills archive as it builds up, just as a reminder that this might be helpful in your process, for both the coaches and the coachees. But what else can we do?

Exactly. Teaching Renata, I see your comment. That's exactly the intent.

Other comments? Other questions?

Well, let's move to next steps then. So, in the next steps category, the intension is to assemble this feedback, and then I'll have the call with the coachees next week, and then gather that feedback over the next several weeks, and then put that together in terms of what the un-pilot version, the first official chairing skills program will be.

Which I think, Heidi, correct me if I'm wrong, but I think we're slated to do that next year in the first meeting, in the Puerto Rico meeting, is that

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correct? As the kick-off for that program, than going to the next ICANN meeting after that.

HEIDI ULLRICH: Yeah. David, was that the leadership program or the CSP that you're talking about?

DAVID KOLB: CSP. I know that we're doing the leadership program in Puerto Rico, and then [CROSSTALK] CSP as well.

HEIDI ULLRICH: Yes, I believe so. Sandra, you can confirm that. I think it's going to be between Puerto Rico and Panama.

DAVID KOLB: Okay.

HEIDI ULLRICH: With another exciting course coming up before then.

DAVID KOLB: Yes, that's right. We can do a plug for that one. Also, to Alan's point, in terms of expense, Alan, on this as well is, one of the things that I was thinking about is that if we can combine, so if we're doing the leadership program just prior to the start of the ICANN meeting, if maybe that last day of the leadership program, when the insight faculty

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involvement is not as heavy on the leadership program, maybe pull that afternoon to gather the coaches together for a kick-off for the chairing skills program.

Because then it's basically inclusive as part of the leadership program in terms of either myself or one of my folks being on site for that day. So, it actually does become a free program, at that point, by rolling it into the leadership program, if we could just figure out the logistics of that.

So on that note, so Sandra, let me ask you, if you will, to one, provide... If you've got other ideas on next steps. And then also, to talk a little bit about the culture program that we're talking about for Abu Dhabi in October.

SANDRA HOFERICHTER:

It's Sandra speaking. I would wait for the next call with the [inaudible] gather their experience, and then present or follow discussion [inaudible] during Johannesburg during the academy working group, to also draw conclusions there. That said, my aim would be to make this a permanent course, but it's not up to me [inaudible] must be a demand from the community to go on with that.

And this is something that I would like to explore here in the next call and during the Academy working group, because I would like to avoid offering courses just for the sake of offering courses, if the community was really interested in that.

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On this call, from this call, I'm rather positive that we have a great potential to move forward, I would like to listen to some more feedback. Thank you.

DAVID KOLB: Thank you. Alan, I see your hand.

ALAN GREENBERG: Yeah, just a comment. You said if you do coaching skills on the last day of the leadership training, it's a free program because your folks are already there. From ICANN's point of view, if they have to provide another day of hotel, it is not free. That's like extracting wisdom teeth from ICANN. Thank you.

DAVID KOLB: There we go, okay. I hear there are some great camp sites nearby.

So, any other comments or questions before we wrap-up here?

I'm doing the western length of pause, which is getting past the five to eight second timeframe.

Okay. Well, great. So, I'll wrap-up by saying, please do feel free to send me an email. If you've got additional comments you would like to share, and I will incorporate that. Anything is helpful in terms of what we can do better, what we did well, and what your thoughts are going forward with this.

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And we really appreciate the time today just to get together and taking the time to be on this call. And we'll give you almost, you know, 16, 17 minutes of your life back, by ending the call early.

Heidi, I see you're typing, is there anything additional that you want to say before we wrap-up?

HEIDI ULLRICH:

This is Heidi. Thank you, David. Just thank you very much for your very useful feedback, and we will definitely be incorporating all of this information into the next phase. The CSP will be continued, it was approved under the fiscal year 18 additional budget request. So, this is onwards and upwards. Thank you very much.

DAVID KOLB:

Thanks everybody. Have a great day, or evening, or morning, whichever time zone you might be in. Cheers.

**[END OF TRANSCRIPTION]**