



FY19 COMMUNITY REQUEST FORM

The deadline for FY19 Budget consideration is **31 January 2018**. All questions and completed forms should be sent to planning@icann.org.

REQUEST INFORMATION

Title of Proposed Activity

Development and Implementation of a Mediation Course for LACRALO

Community Requestor Name

LACRALO – Alberto Soto

Chair

Humberto Carrasco

ICANN Staff Community Liaison

Heidi Ullrich

REQUEST DESCRIPTION

1. Activity: Please describe your proposed activity in detail

LACRALO is requesting the development and implementation of a pilot Facilitation Skills course for LACRALO Members. The aim of this course is to provide LACRALO members with the critical skills needed to engage in a collaborative manner. The benefits of facilitation skills within a community of multiple stakeholders with different cultures, languages and ways of working will facilitate a more productive region.

The facilitation course would teach such skills as how to react appropriately in challenging situations without escalating conflict. Skills taught would include listening skills, how to handle interpersonal conflict, disruptive behaviors and mediate conflict within groups.

This course is seen as a pilot for the LACRALO region which would be a final step in their series of LACRALO mediation phases over the last two years. It would take the form of a series of interactive webinars and ICANN LEARN courses. Live streaming and the ability for participants to interact and practice their skills (possibly including role-playing) is seen as critical to the success of this course. EN/ES interpretation will be needed given the main languages within LACRALO.

After the implementation of this pilot, a wider Facilitation Skills course could be developed on ICANN Learn for the wider ICANN Community.

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

Education/training/socialization

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

For the pilot course, the development and implementation of a course consisting of 20 hours in total with 10 two-hour modules. The timeline is throughout FY19. Where possible, f2f sessions at ICANN Meetings would assist in the practice of skills taught. The pilot should also contain mediation exercises carried out between groups of three



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participants, which will rotate in their role as Mediator and Parties. All three must exercise their role of mediator and behavior of the parties.

Upon the completion of a successful pilot, an ongoing ICANN LEARN course should be developed.

REQUEST OBJECTIVES

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

1.3; 3.2 and 3.3. It particularly covers risks related to cultural diversity, inability to achieve ethical behavior and lack of consensus on what constitutes an ethical framework.

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

The pilot targets LACRALO members, and in particular those who have participated in the previous LACRALO Assembly meetings. The successful implementation of such a course would have positive impact on all of LACRALO and At-Large as well as the broader ICANN community.

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

Improved collaboration between members of LACRALO in terms of every day interaction and policy advice development. A report by each participant at the end of the course and another 3 months after the course will track the implementation of the skills taught.

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

Increased policy advice development activities, increased number of LACRALO members on LACRALO calls. An analysis of the exercises that the trainees carry out and their comments.

RESOURCE PLANNING – INCREMENTAL TO ACCOMMODATE THIS REQUEST

Staff Support Needed (not including subject matter expertise):

Description	Timeline	Assumptions	Costs basis or parameters	Additional Comments
Staff support	FY19	Normal responsibilities		GSE/Policy and ICANN LEARN staff

Subject Matter Expert Support:

A professional bilingual EN/ES facilitator who is familiar with the specific facilitation challenges faced by LACRALO.

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

Adobe connect, Adigo, ICANN LEARN



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Language Services Support:

English, Spanish interpretation and transitional of certain documents.

Other:

No

Travel Support:

No

Potential/planned Sponsorship Contribution:

No