



# FY19 COMMUNITY REQUEST FORM

All questions and completed forms should be sent to [controller@icann.org](mailto:controller@icann.org).  
Please remember that the deadline for FY19 Budget consideration is **31 January 2018**.

## REQUEST INFORMATION

### Title of Proposed Activity

Continuation of Pilot ICANN Academy Chairing Skills Program

### Community Requestor Name

Sandra Hoferichter

### Chair

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

This request is for the third iteration of the ICANN Academy Chairing Skills Program (CSP), the first two have been held in 2017 and 2018.

In the course of implementation, revisions have been made to the course to ensure that both the needs of the community are addressed as well as that the program incorporate best practice learned from previous courses.

As ICANN programs and activities such as the Stakeholder Journey, Community Onboarding Program and others have demonstrated, strong Chairs are key to the successful development of policy. Therefore, the CSP now will aim to focus on SO/AC/SG/RALO/Board and WG Chairs.

This request is for a four hour F2F session for SO/AC/SG/RALO and WG Chairs at the end of ICANN 64 in Kobe, Japan. The F2F will be followed by two teleconferences to focus on teleconference Chairing. Personal coaching will be provided upon request by a professional facilitation coach. To ensure the ability to focus on each Chair, a cap of 20 participants will be made.

Training in chairing skills facilitation will include how to prepare for meetings, skills for opening, conducting and closing meetings, as well as how to follow up on meetings. In addition, Coaches and coaches, selected from among the participants, will observe and comment on a 1:1 basis

### [Proposed CSP Program Outline:](#)

#### **Face-to-Face Chairing Skills Development taking place during an ICANN meeting**

- Group introduction to course – Call to include Incite Learning, community Chairs and staff. Aim is to introduce the course and introduce each participant (optional; telephonic; 1 hour)
- Group meetings – All Chairs to meet f2f to discuss experiences and best practice (2x2 hours) on Thursday and Friday of the AGM.



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- Group calls – Two calls to discuss telephonic best practice among Chairs. This call to include te Learning, Coaches, and staff (telephonic; 2 x 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.

## 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 SO/AC/SG/RALO/Board and WG Chairs. However, stronger Chairs will positively impact the entire ICANN community.

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

The primary deliverable of this pilot Chairing Skillset Development course is to increase the efficiency and effectiveness of ICANN community Chairs and sub-group management through training in the development of strengthened chairing and group facilitation skills.

As in the first pilot, the training will include theoretical and empirical evidence of chairing skills, best practice examples within the ICANN context as well as hands-on experience. 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, SO/AC/SG/RALO/Board and WG members and participants will benefit from an improved experience within ICANN WG and sub-groups. As chairs and sub-group leaders demonstrate their new skills, SO/AC/SG/RALO/Board and WG membership will likely become more effective and be more inclusive. As a result, an improvement in the quality of WG output is expected.

These 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:

- Improvement in the quality and quantity of ICANN SO/AC/RALO/SG/Board and WG output and collaboration



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- Increased efficiency and effectiveness of SO/AC/RALO/SG/Board and WG activities.
- Strengthened management skills by community leaders.
- Enhanced experience by community 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
PRS 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.

**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 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 ICANN 63 ICANN Meetings for the 2 x 2 hour 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:**



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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 relevant ICANN Meetings.

### **Potential/planned Sponsorship Contribution:**

None planned.