All questions and completed forms should be sent to 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 Intercultural Awareness 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**

This request is for the second iteration of the ICANN Academy Intercultural Awareness Program.

During the 2017 ICANN Academy Leadership Program, community participants enthusiastically supported the concept of an Intercultural Awareness Program. This program would consist of a course that would allow members of the ICANN community to become more familiar with various cultural aspects in order to facilitate communication throughout the ICANN community.

The first course was held very successfully at ICANN 60 in in 2017 with 37 members from across the ICANN community taking part.

The course, which was facilitated by Incite Learning and experienced Academy WG members, was open to all alumni of the ICANN Academy.

Among the issues discussed during the course are the following:

- Decision-making preferences and styles across cultures (using 8 dimensions)
- Key similarities and differences across cultures. How true are stereotypes?
- Conducting business, including email rules across cultures and type and length of small talk across cultures
- Actions considered to be polite/impolite or aggressive (ICANN Expected Standards of Behavior to be utilized)
- Gender Issues across culture, including personal displays of affection and dress standards
- Greetings and eating across cultures

More information on the first course is available here.

Based on a survey from the participants in the first course, there was a need for the course to be a full day rather than between 10:30 and 16:00. There was also a request to include a social event that could be a learning experience for the teaching of intercultural awareness.

Thus, this request is for a full day course of the ICANN Academy Intercultural Awareness course at ICANN 63 to take place on the final day of the AGM. This day, traditionally a development day, fits into the ICANN Meeting Strategy. Also requested is funding for a social event, likely a cooking class for the participants.

Given these additional activities, there will be a maximum of 25 participants in the course.

Following the F2F meeting, one or two follow up webinars on identified topics will be held.

---

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

Training course entitled Intercultural Awareness Program under the auspices of the ICANN Academy.

---

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

Continuation of the ICANN Academy Intercultural Awareness Program to include courses upon demand by the ICANN community. This request is for the course to be held at ICANN 63.

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?**

ICANN community members from SOs/ACs/SGs/Board. However, the teaching of intercultural awareness will benefit all members of ICANN's community.

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

The primary deliverable of this pilot Intercultural Awareness Program course is to increase the knowledge and understanding of intercultural relations within the ICANN community.

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.

Coaching by external experts as well as opportunities to practice their skills will allow participants to hone their skills.

The skills taught in this course will result in the 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 Intercultural Awareness Program course include, but are not limited to, the following:

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

- Increased efficiency and effectiveness of SO/AC/RALO/SG/Board and WG activities.

- Strengthened intercultural skills by community members.

-Enhanced experience by community participants due to increase intercultural awareness skills.

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 25 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 intercultural awareness 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 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 8 hour f2f session.
AC room and presentation laptop for the f2f meeting.
An AC room for the 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.

Participants will be asked to depart on Friday, 26 October, but if flights are not available, may need to depart on Saturday, 27 October. If this is the case, accommodation may need to be provided.

Potential/planned Sponsorship Contribution:

None planned.