

ICANN Academy Chairing Skills Programme (CSP)

Project description

Active ICANN community contributors in particular chairs can be easily challenged when taking up responsibility by leading a working or stakeholder group. Therefore participants and facilitators of the Leadership Programme (LP) in Dublin agreed to set up a course to help chairs developing chairing skills.

This new course will be designed for chairs of working or stakeholder groups who would like to develop their chairing skills.

CSP is different from the Leadership Programme (LP) in that it is specifically focused on current chairs with a lens on virtual facilitation by chairing a meeting over the telephone / Adobe Connect (Part 1) as well as f2f interactions when chairing during ICANN meetings (Part 2).

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 take place during ICANN 58 in Copenhagen.

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

This new course, in particular the Telephone Chairing Skills (Part 1), has the potential to become an ongoing effort over the year, offered per demand, given the relatively light logistical implications apart from setting up a phone line / AC room.

Call for community coaches

The community coaches for the CSP will work directly with trainees. This interaction will include observing the trainees on calls and in meetings and providing specific feedback on how to be even more effective as a chair. Coaches will ideally be alumni of the LP and have previous chairing experience. They need to know what it is like to be a chair or at least to have worked closely with chairs in the past. Coaches should have deep knowledge of ICANN having been involved for several years playing different roles. 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. Coaches will meet with Incite Learning External Coach for content overviews and to discuss specific trainee issues and concerns.

As a coach you will be trained in coaching skills and course content to be determined. You will have other coaches and a professional coach from Incite Learning to support you. You will be assigned one or two trainees to work with during the programme. You will set up times to sit in on their calls and provide feedback afterwards on chairing skills. Some coordination and training calls will occur among the coaches during January 2017 then work with the trainees will commence in January and continue through ICANN 58 in Copenhagen. **The most important task you will take on is having impact on the ICANN Chairs and how they lead the community into the future.**

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CSP Outline (see timeline for chronology of Part 1 and 2):

Part 1 – Telephone Chairing Skills Development

- Coach introduction and training – Call to include Incite Learning the community coaches and staff to introduce the course to the coaches and train them in telephonic chairing skills, what to observe for and feedback (telephonic; 1.5 hours)
- Group introduction to course – Call to include Incite Learning, community coaches, trainees and staff 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 and Incite Learning before providing feedback to the trainee (Telephonic; 1 hour 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 if needed; (telephonic; 1-2 hours for calls; 1 hour preparation)

In conjunction with a subsequent ICANN 58 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).

Post ICANN 58:

- 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 ICANN 58

- 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 f2f course –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)

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Preliminary timeline

Date estimate	Description
During ICANN 57 (HYD)	Announcement of the Chairing Skills Programme (CSP)
20 th December	Reach out and confirmation of trainees and coaches
Early - mid January	<ul style="list-style-type: none"> • Briefing and with coaches and external facilitator (Incite Learning) • Introduction call with trainees and coaches to discuss the course part 1 (telephonic facilitation)
January and February	<ul style="list-style-type: none"> • Observation calls (1) coaches to trainees • Calls between coaches to discuss feedback across trainees • Feedback calls coaches to trainees
Early March	Call with coaches and trainees to discuss ICANN 58 observations and training
March 13-15 (ICANN 58)	Face-to-Face observations, briefing and evaluation session during meeting
Post ICANN 58	<ul style="list-style-type: none"> • Observation calls (2) coaches to trainees - to see how the training helped to develop chairing skills • Final feedback calls coaches to trainees • Evaluation of CSP (part 1 and 2); recommendations for next steps