ICANN Academy Chairing Skills Program (CSP) 2019

Project Description

Active ICANN community contributors in particular chairs can be easily challenged when taking up responsibility by leading a working group or stakeholder group. Therefore, a new course on chairing skills was piloted during the 2016-2017 fiscal year beginning before ICANN58 in Demark and ending at that meeting. We took away several lessons from the pilot that will be applied to the second iteration.

CSP is different from the ICANN Academy Leadership Programme (LP). It is a peer-coaching program, specifically focused on current chairs with a lens on virtual facilitation as well as f2f interactions. This course is be designed for chairs of working groups or stakeholder groups who would like to further develop their chairing skills through coaching and feedback.

CSP 2018-19 will begin with a call for coaches and chairs at the Barcelona meeting in October 2018. The coaches will be vetted as to their experience as chairs and willingness to be a coach. The actual CSP will be divided into two parts: Face-to-Face Chairing and Telephone Chairing Skills. 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. Face-to-Face Chairing Skills (Part 1) will take place during ICANN 64 in Kobe, Japan. The Telephone Chairing Skills (Part 2) is planned to happen between ICANN 64 and ICANN 65.

The program will be conducted jointly by a professional external coach from Incite Learning, Inc., David Kolb, in cooperation with a community member from the ICANN Academy Working Group (called program organizers in the following)

Role of Coaches

The community coaches for the CSP will work directly with chairs. This interaction will include observing the chairs 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.

Coaches should have deep knowledge of ICANN having been involved for several years playing different roles and in addition meet the following criteria's:

- Must be able to effectively communicate and understand and English (observing the chair without using the interpretation tool)
- Must have secured travel support for ICANN64 (Kobe)
- Must be able to dedicate time according to the schedule set
- Preferably has had experience as a Chair within ICANN

The training is in real time using current challenges and issues facing the chair. Coaches will be available to their chairs throughout CSP Parts 1 and 2 for

just-in-time questions and concerns. Coaches will meet with program organizers for content overviews and to discuss specific chair issues and concerns.

As a coach you will be trained in coaching skills. You will have other coaches and the program organisers to support you. You will be assigned one or two chairs to work with during the program. You will set up times to listen to their calls (either live or by using recordings) and provide feedback afterwards on chairing skills. Training will take place at the ICANN meeting in Kobe in March 2019. The training will focus on how to coach chairs. A meeting with the chairs will take place at the same meeting to kick off the program. **The most important task you will take on is having impact on the ICANN Chairs and how they lead the community into the future.**

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

Part 1 – Face-to-Face Chairing Skills Development taking place during ICANN 64

- Coach introduction and training – Aim is to train the coaches in f2f chairing skills and acquaint them with how to coach others and provide useful feedback. (in person at ICANN64; 2-3 hours)
- After coach training chairs will join for introductions and orientation to the CSP. Group introduction to f2f course – program organizers, community coaches, chairs and staff. Aim is to introduce the course and introduce the coaches to their chairs, f2f, (in person 2 hours at ICANN64.)
- Individual observations – Coaches to observe a f2f meeting that their chair is chairing (f2f; 1-2 hours)
- Individual coaches and chairs meetings – Coaches to meet f2f informally with their chair to provide feedback (1 hour)
- Group call – Call to discuss best practice and lessons learned as well as to review the second part. This call to include coaches, chairs and staff (telephonic; 1 hour)

Part 2 – Telephone Chairing Skills Development

- Individual observations (1) – Coaches to observe a call that their chair is chairing (telephonic; 1-2 hours, recordings can be used instead of listening to the live meeting)
- Individual observations feedback – Coaches to offer feedback to individual chairs; Segments of meeting recordings to be used as training tool if needed; (telephonic; 1-2 hours for calls; 1-hour preparation)
- Individual observations (2) – Coaches to observe a 2nd call that their chair 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 program organizers, coaches and chairs (telephonic; 1 hour)

Timeline

Date Estimate	Description
21 December	Application deadline for Chairs and coaches
Late January or early February 1 hour	Call with coaches to discuss role; assign chairs to coaches; and introduce the course to the coaches.
ICANN64 March Specifics times to be determined based on meeting structure	• Workshop/Meeting with coaches f2f and programme organisers to discuss meeting sessions during ICANN64. • Workshop on f2f facilitation with programme organisers and coaches. • ICANN64 f2f observations and session during meeting. Coaches to observe a f2f meeting that their chair is chairing (f2f; 1-2 hours) • Individual coaches and chairs meetings – Coaches to meet f2f informally with their chair to provide feedback
March-May	Individual observations: 1. Coaches to observe a call that their chair is chairing (telephonic; 1-2 hours) 2. Evaluation and discussion among the coaches before providing feedback to the chair (Telephonic; 30 min plus email)
	Individual observations and feedback – Coaches to offer feedback to individual chairs; segments of meeting recordings to be used as training tool; (telephonic; 1-2 hours for call; 2 hours preparation)
ICANN65 or before	Group call or meeting at ICANN65 – Call to discuss best practice and lessons learned as well as to review. This call to include programme organizers, coaches and chairs (telephonic; 1 hour)

Time commitment for Chairs: <3h

Time commitment for Coaches: <7 h