

Summary | ccNSO Council Workshop & ccNSO Council meeting 172 Exercise

Executive Summary

Following the March 2021 ccNSO Council Workshop and the Exercise during ccNSO Council meeting 172 to identify actions that would enhance the effectiveness and efficiency of the ccNSO Council, the following actions were identified that should be implemented as soon as possible:

- Virtual Coffee Breaks between Council meetings.
- Focus on relation building when the f-2-f meetings or hybrid versions start again
- Use various communication channels:
 - Council WhatsApp group chat (Council only, a Councillor as Admin)
 - Council WhatsApp read-only Alert Channel (Council and Secretariat, Secretariat as Admin)

To improve understanding of the impact and efforts required, additional discussion and planning will be needed in time around the following actions:

- Mentoring. Mentoring new Councillors by more experienced Councillors
- Develop & maintain a living document with topics of interest to Councillors

The ccNSO Council is advised to discuss and assess the following possible actions as well, specifically in light of enhancing the effectiveness and efficiency of the ccNSO Council:

- Outreach to recent appointed NomCom Councillors
- Increased collaboration with the Regional Organisations
- Translation

1. Results Workshop Exercise Effectiveness and Efficiency of the ccNSO Council

During the ccNSO Council Workshop in March 2021, Councillors present discussed how to enhance the effectiveness and efficiency of the ccNSO Council. To identify possible areas/action to improve the effectiveness and efficiency, Councillors first did a colored hats – exercise.

Colored hats – exercise. The de Bono six thinking hats is a tool to boost the productivity of creative thinking by dividing up the different styles of thinking into six “hats”: logic, emotion, caution, optimism, creativity, and control. Each person, or team, takes on the role of a hat, ensuring that all viewpoints and styles are covered. We will cover 4 hats today (“white hat” was pre-completed, “yellow hat” is skipped).

Results of the colored hats – exercise

⇒ White hat

facts about the ccNSO Council

Summary results of the “HAT Exercise”

⇒ Red hat (feelings)

What do you feel is working well for the ccNSO Council Team? What is not working well?

>>> Group 1

Difficult to talk about feelings. People were very factual. Emotions of the black hat came up.

- Participation not working well, voting neither
Not all understand the topic
Concerned: lack of interest? Frustration by the lack of participation
- Lack of understanding about ECA. Frustration. What if the ccNSO cannot live up to its current role?
- Scary if you do not understand the process.
- It is a challenge, which is exciting.
- Over-fatigue. Mood gets worse.

>>> Group 2

- We know each other, because we are ccTLDs.
- We are very diverse, which is positive.
- We respect each other and feel relaxed
- Discussions in smaller groups work well for us
- Too many emails. Hard to keep track
- Quality of discussions depends on how well-prepared we are
- Some individuals do not feel comfortable in the group
- Very responsive team
- Sad about departing
- English is challenging to some councillors

⇒ Black hat (risks)

>>> Group 2

- Burnout
- Too many things we are asked to do, not good at multitasking
- Too many topics we need to cover. Fragmented knowledge
- Language is a challenge
- Time Zone challenges
- Training: we may not be able to train councilors quickly enough. Time for chair to get up to speed and to feel comfortable within ICANN as a whole
- Continuity. What if we cannot ensure continuity?
- We do not sufficiently document our activities
- Coordination with other SO/Acs. We need them to support us, for instance in our quest to change the bylaws.

>>> Group 1

- ccNSO is becoming too top down, instead of reflecting on the needs of the community

- Too efficient. Not enough discussions. Treadmill
- Lack of participation by Councillors in meetings.
- Fatigue
- Diminishing participation, also by councilors
- Responsibilities to ECA. Risk that ccNSO will not live up to its current status, is seen as a general risk for the broader community.
- Dependent on overwhelmed people, like the chairs
- Dependency on few councillors who put in a lot of effort
- The more long-term: what will happen post pandemic? Hybrid meeting environment. Less people attending, more people remote. This will disadvantage a larger group to date
- Post-pandemic, personal relations, due to lack of attendance, might drift away. Sense of collaboration that grew organically might fade away too
- How to incorporate the remote participants?

⇒ Green hat (creativity)

>>> Group 1

- Create environment to learn
- Talent show
- Dinner with councillors
- In-person tips and tricks, how it is in the virtual world
- Provide training, especially for new chairs. How to interact with other SO/Acs and Board
- Mentoring for newcomers in Council

>>> Group 2

- Other communication channel than mailing list if quick feedback is needed. E.g. skype, whatsapp
- Informal gatherings are important. Virtual coffee breaks
- Mentorship for incoming Councillors
- NomCom appointed councillors need more introduction to community
- Quick guide to ccNSO Council with current topics under discussion
- Training for native 3English speakers, understood by non-natives. Friendly kick for native speakers when for instance they do not speak slowly or clear.

⇒ Blue hat (Process)

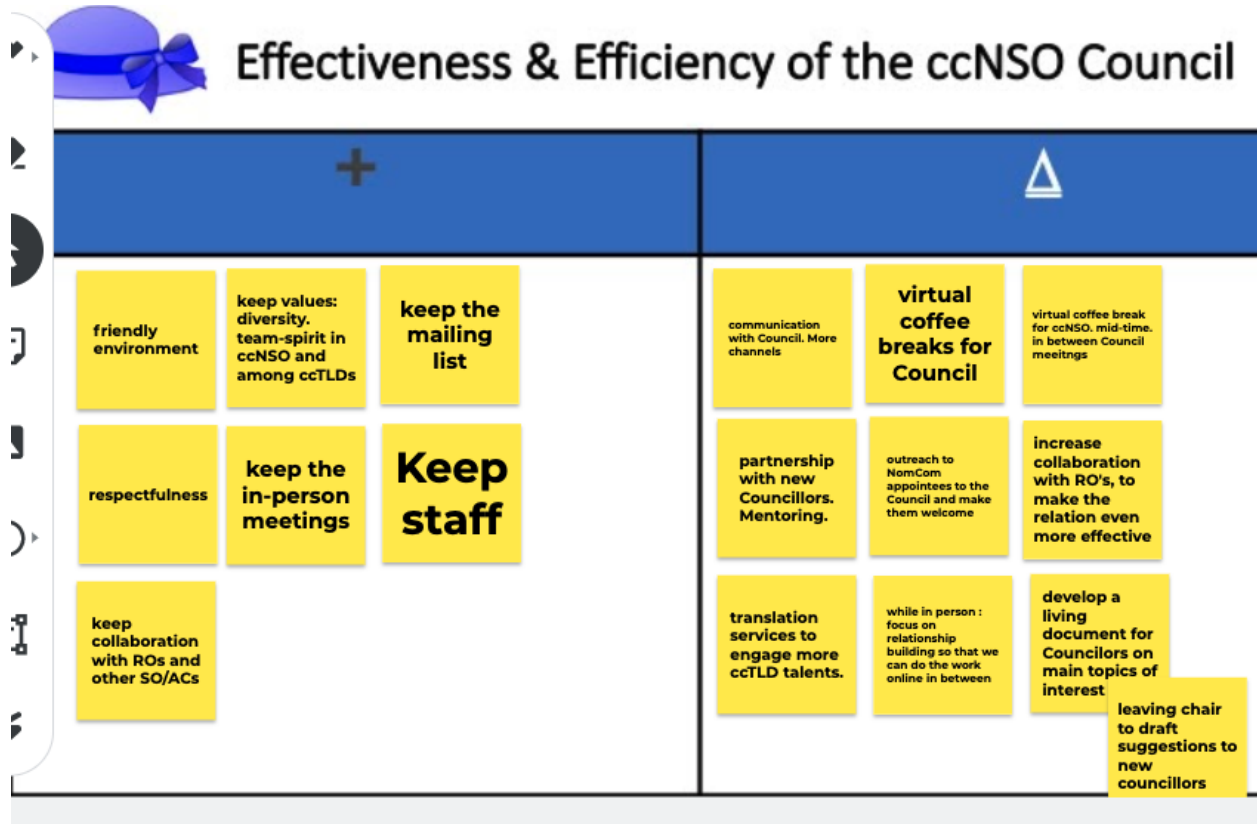
The Plus/Delta exercise

Plus: what do we like and want to keep? (out of what we currently have)

Delta: What do we want to change?

Notes were taken in the Jamboard

Result of the Workshop: the proposed actions for improvement to enhance the effectiveness and efficiency of the Council



The identified proposed activities to enhance the effectiveness and efficiency of the Council

1. Partnership with new Councillors: Mentoring
2. Translation Services to service Councillors, engage more ccTLD Talent
3. Communication among Councillors: multiple channels, for example Whats-app group(s)
4. Virtual coffee breaks (mid-term, between Council meetings)
5. Outreach to NomCom Appointed Councillors to feel more welcome
6. Increase collaboration with RO's, to make the relation more effective
7. While in person meeting, focus on relation building to work better on-line
8. Develop living document for Councillors on main topics of interest

2. Next Step. Which actions should be undertaken when, and what should be achieved?

The ccNSO Council conducted an impact /effort assessment of the proposed activities to enhance the effectiveness and efficiency of the Council. Councillors assessed the proposed activities based on the potential impact or benefits the activities will have on the effectiveness and efficiency of the Council and secondly the effort required to achieve the anticipated result.

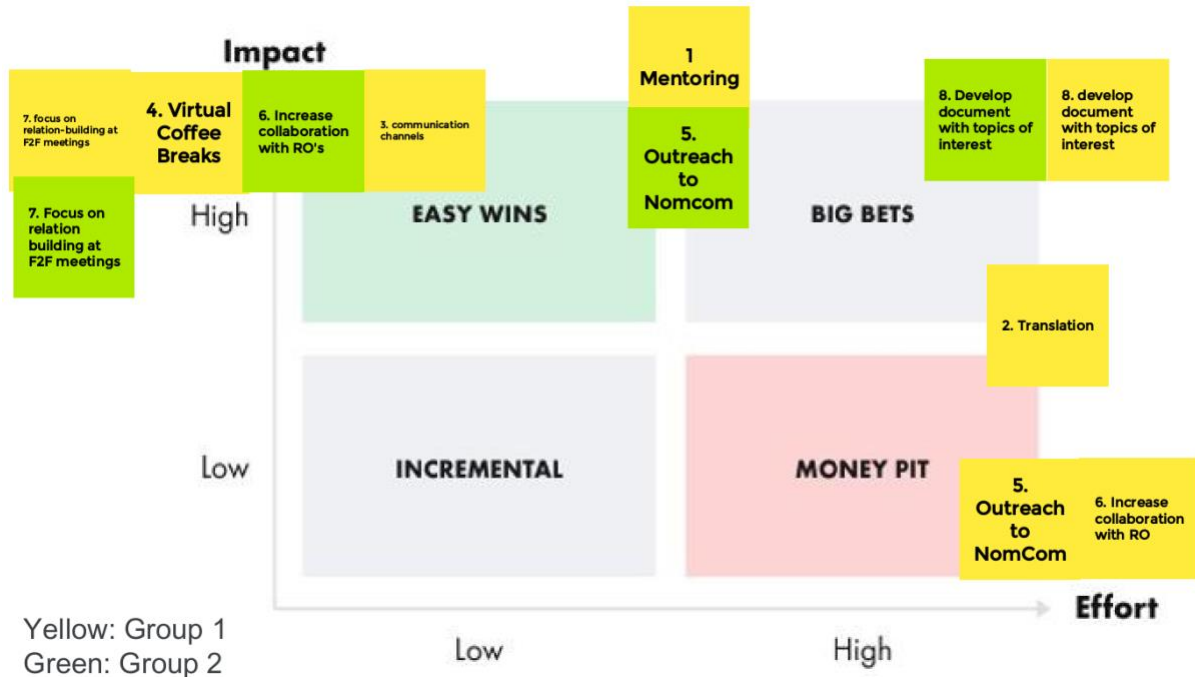
Action	Impact/Benefit	Impact H,M or L?	Effort	Effort H,M or L?
1 Mentoring				
2 Translation				
3 Communication Channel Whats-App channels (informal & Alert)				
4. Virtual coffee breaks				
5. Outreach to NomCom				
6. Increase collaboration with RO				
7. Focus on relation building at f-2-f				
8. Develop document topics of interest				

The results of the Council Impact and Effort assessment are included in Annex A.

After combining the impact and effort assessments, each activity will fall into one of four categories:

- **Quick or Easy wins** – Give the best return based on the effort. These tasks have a high value and can be established easily. These should be on the top of your task list.
- **Major projects or Big Bets** – Provide long term returns but may be more complex to execute, may need additional research. These tasks can bring a lot of value but require a lot of effort and tend to be time-consuming.
- **Fill ins or Incrementals**– Don’t require a lot of effort but neither do they offer many benefits. These are tasks that could be easily completed but may not be worth the effort as it does not have much impact on how the business is working
- **Time sinks or money pit** – Time-consuming activities with low impact that should be avoided. These tasks should have the lowest priority or be removed, since they require a lot of effort and have very little value.

Combining the results of the Council workshop and the Council discussion the I/E matrix is as follows:



Based on the results of the assessment, the Council is advised to implement /execute the following **Quick Wins** as soon as possible:

- **Virtual Coffee Breaks between session**
- **Focus on relation building** when the f-2-f meeting or hybrid version start again
- **Use various communication channels: What-app for a Council group chats** (Council only and managed by Councillor) and Council Alert Channel (Council and Secretariat and managed by Secretariat)

The following originally proposed activities to enhance the effectiveness and efficiency of the Council will need further consideration and/or planning:

- **Mentoring.** Mentoring new Councillors by old Councillors
- **Develop & maintain living document with topics of interest to Councillors**

In the context of enhancing the effectiveness and efficiency of the ccNSO Council the following activities require additional discussion by the Council because the two groups of Councillors held a different view:

- **Outreach to recent appointed NomCom Councillors**
- **Increased collaboration with the Regional Organisations**
- **Translation**

Annex A Results of ccNSO Council Exercise meeting 172

Green - Main room

Action	Impact/Benefit	Impact H,M or L?	Effort	Effort
1 Mentoring	Increases and	H	Tailoring	M,L
2 Translation	Takes away thresholds, allows better interaction	L,H	Scope what needs to be translated	H
3 Communication Channel Whats-App channels (informal & Alert)	Informal + Formal	H		L
4. Virtual coffee breaks	Team building, establish links and break-down barriers	L		L
5. Outreach to NomCom		L		H
6. Increase collaboration with RO	Identify in Council	L		H
7. Focus on relation building at f-2-f		H		L
8. Develop document topics of interest		L, M		H

Group 2

Yellow - breakout room

Action	Impact/Benefit	Impact H,M or L?	Effort	Effort H,M or L?
1 Mentoring				
2 Translation				
3 Communication Channel Whats-App channels (informal & Alert)		5. H		5. M
4. Virtual coffee breaks	5. NomCom appointed Councilors, they need additional outreach.			
5. Outreach to NomCom	5. Already addressed in point 8. However, it is targeted at all councilors, so the suggestion in number 5 would be more specific.	6. H		6. L (potentially M)
6. Increase collaboration with RO	5. ask NomCom appointed Councilors to specify what they need exactly suggestion 1 and 8 can already address the concerns of the NomCom appointed councilors			
7. Focus on relation building at f-2-f	6. spread the work of the ccNSO more via the RO's, more efficient communication with RO's. Alejandra (private comment) not sure how they are already involved in many aspects of the ccNSO work	7. H		7. L
8. Develop document topics of interest	6. ccTLDs to participate in their own regions, e.g. Reach out to AFTLD, if a certain person was needed.			
	7. we cannot implement it now	8. H		8. H/M
	8. someone needs to own it, high effort at the start, but it will become easier. Make sure it stays up to date.			