

Policy-making capacity development course

Proposal for services

February 27, 2018

**Overview:** ICANN is seeking instructional design and delivery services to create a learning experience for the ICANN community as per the contractor proposal dated 25 Sept. 2017:

* Consultant will develop materials and curriculum for an online capacity development program to enable learners to participate effectively in policy- making at ICANN, specifically in working groups (WGs) and cross-community working groups (CCWGs)
* This tailor-made instructional program will be focused on consensus building and negotiation skills in order to create future leaders
* Audience will consist of: Non-Commercial Users Constituency (NCUC), Not-for-Profit Operational Concerns Constituency (NPOC), and Non-Commercial Stakeholder Group (NCSG). They will be from various regions with different levels of ICANN policy making experience.

The original request was for a face to face training session that could be done at the Panama meeting. The focus of the course is primarily in two areas: consensus building and negotiation. Specifically, the learning objectives are:

* 1. Develop policy making skills, including consensus-building and negotiation, in the ICANN context
  2. Learn how to work in a multistakeholder setting while doing advocacy for various policy positions
  3. Gain confidence and policy development skills specific to working groups

**Course structure:** The contractor proposal calls for face to face component. The program would begin with a 90-minute call/webinar to discuss specific participant objective and needs. Then, the face to face workshop will be delivered in Panama. After this, two webinars will be created to reinforce and review learning to be delivered in September. Additionally, if we do the follow up in September we can discuss the Barcelona meeting in October.

To really make this a success we will use ICANN SMEs to help with design. Ideally, a representative from each of the SO/AC/ WGs would serve as an advisory group to Incite Learning. ICANN, NCUC, NPOC, and NCSG specific language will be incorporated into the sessions and the emphasis will be on interaction of participants leveraging tools that ICANN possesses to make this happen. **Part of this interaction will be role play exercises in which participants can break in to smaller groups to discuss a scenario or mini case then return to the main session.**  It is critical to get input and support from Non-Commercial Users Constituency (NCUC), Not-for-Profit Operational Concerns Constituency (NPOC), and Non-Commercial Stakeholder Group (NCSG) throughout the process. The success of the program depends on creating a customized approach for these groups as well as the wider ICANN Community. With the help of these group leaders Incite Learning will create the following:

1. **Pre-Program Webinar Discussion (90 minutes):** The focus of this will be for the group to get to know each other and specific needs and expectations. Using this information, the resulting F2F session will be further customized.
2. **Face to Face Session at ICANN62 in June (1 day):** The morning of **Day 1** focus will be negotiation, negotiation process as it applies to ICANN and the target audience, negotiation techniques and methods, troubleshooting when negotiation breaks down and other topics as determined by ICANN SMEs and Incite Learning. **Afternoon of Day 1 will explore** the consensus process at ICANN, how to advocate yet still be open, decision making models, tools for building consensus and other topics generated by ICANN SMEs and Incite Learning. These topics might be switched if it creates a better learning flow. I would like to use leaders from the groups for panel discussions and others from the ICANN community and staff to discuss the PDP process. These sessions sprinkled in among the content and breakout sessions would make for a stellar learning experience.
3. **Webinars:** After the F2F event two 2-hour webinars will be created using content from the F2F. These will be delivered in September timeframe so participants can experience the material for the first time and they can be used for review by those that did the F2F session.
4. **Materials** in the form of PowerPoint Decks and/or other media to be used throughout the program.

**Logistics:** Group size as described by the request was 18, 6 from each group. This is a great group size for discussion and participation.

Let me know your questions and comments and we can go from there. If this is acceptable, I will generate an SOW and we can get started after ICANN61. I have included a bio for additional information.

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**David C. Kolb, Ph.D.**

Managing Director

Incite Learning, Inc.

A skilled leader who has served in both the public and the private sectors, David is the founding director of Incite Learning, Inc. bringing to the firm many years of experience. His areas of expertise focus on helping individuals and groups create solutions to learning design, leadership development, and organization development. He is especially adept at turning theoretical concepts into concrete applications that enhance personal effectiveness — but he also knows how to have fun. David’s approach to learning and personal change is to "meet people where they are so they can better understand where they need to go."

David’s work with ICANN began in 2013 with a facilitation skills program for staff. ICANN Academy asked him to modify the program for the community as a leadership program and a wonderful collaboration was born. Additionally, David has designed the Chairing Skills Programme for new chairs and piloted an Intercultural Awareness Programme in 2017 for community leaders. ICANN61 will be David’s fifth global meeting.

He has spent more than 20 years in facilitation, education, and consulting globally for a range of industries and organizations such as AT&T, Bank of America/Merrill Lynch, Ingersoll-Rand, Nike, SBC Communications, R.R. Donnelly & Sons, WPP, Hill & Knowlton, Siemens, ICANN, and a range of top professional services firms. He has also worked in the public sector with county and city governments in the United States. Clients in the public and nonprofit sector include: Touch Foundation, San Juan Regional Medical Center and San Juan College.

David holds an M.S. in educational psychology and a Ph.D. in human resource and organization development from Georgia State University. His ability to connect with people and help them confront challenges head-on makes him a powerful thought partner on a range of topics.

In a previous life, he was a school administrator and spent several years directing, designing, and instructing outdoor adventure programs for Outward Bound and similar organizations. David lives in Santa Fe, New Mexico in the United States. In his spare time, he enjoys traveling in the mountains and canyons near his home.