IETF Chairs Training Summary

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Making the Internet work better
Objective: Improve working group effectiveness through broad, positive group contribution.

IETF wishes to improve operations of the working groups that develop the standards by providing communications and leadership training to its working group chairs.

The training will improve working group effectiveness through broader group contribution with Chairs that:

- Manage interactive and productive conversations
- Promote positive contributions
- Deal with conflicts
- Foster consensus
IETF Chairs Training Team

Training Experts: Ricochet

DaWana Williamson
Principal Consultant

Chris Gloede
Chief Consultant

IETF Community: Advisory Group

Roman Danyliw

Francesca Palombini

Barry Leiba

Joey Salazar

Karen O'Donoghue

Greg Wood
# Training Topics

<table>
<thead>
<tr>
<th>Meeting Management</th>
<th>Promoting Contribution</th>
<th>Resolving Conflict</th>
<th>Building Consensus</th>
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<td>Conducting professional meetings with clear intended outcomes.</td>
<td>Encouraging input from meeting participants and ensuring all are heard.</td>
<td>Acknowledging differing views and allowing minority perspectives to receive debate.</td>
<td>Arriving at solutions supported by teams, even when they are not in full agreement.</td>
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1. Preparing for Your Meeting  
2. Leading Effective Team Meetings  
3. Developing and Communicating Meeting Norms  
4. Creating Voluntary Engagement  
5. Understanding and Achieving Functional Conflict  
6. Conflict Resolution Strategies  
7. Building a Strong Community  
8. Implementing Effective Consensus Decision Making
Chairs training summary statistics

Registration Count

52

Total People Trained

40
Chairs training summary results

Per-session survey results

Net Promoter Score by Topic
- Overall: 50
- Meeting: 29
- Conflict: 66
- Consensus: 68

Net Promoter Score by Cohort
- 1100 UTC: 42
- 1700 UTC: 55

Net Promoter Score by Session

Final survey results

Net Promoter Score Total Training: 30

Why didn’t you attend planned sessions?
- Didn’t enjoy session(s) I attended: 2
- Time not convenient: 2
- Too busy: 1
- Other (please specify): 4

Rate the following elements

- Class discussion: 4.6
- Class topics: 4.4
- Presenter: 4.1
- Class content: 4
- Microsite: 3.7
- Exercises: 3.6
- Zoom technology: 3.6
Summary, next steps, and discussion

● Training generally seems to have been successful but could have had additional participation
  ○ ideas on how to improve this for future trainings?

● Artifacts from training are available at chairs.ietf.org
  ○ How should these be made visible and available?

● A variety of suggestions about possible additional training were provided:
  ○ General management skills)
  ○ Tools (IETF Datatracker, authoring tools, GitHub)
  ○ Processes (co-chair duties, shepherd duties)
  ○ Other thoughts?

Thank you!