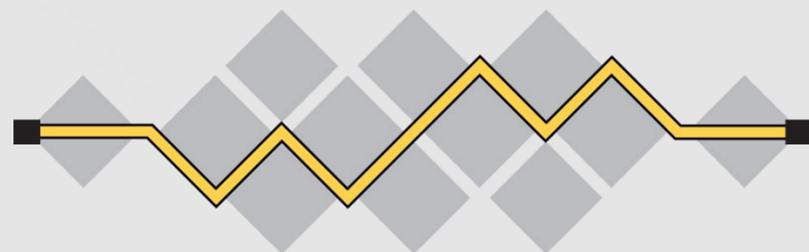


# IETF Chairs Training Summary

**Greg Wood**

**IETF Administration LLC**

2021-11-30



**I E T F<sup>®</sup>**

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:

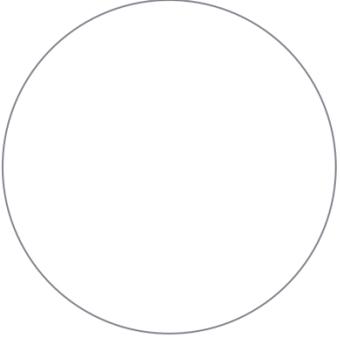
- Manage interactive and productive conversations
- Promote positive contributions
- Deal with conflicts
- Foster consensus

# IETF Chairs Training Team

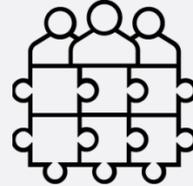
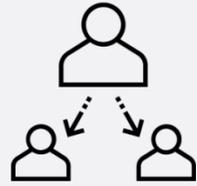
## Training Experts: Ricochet

	<p><b>DaWana Williamson</b> Principal Consultant</p>
	<p><b>Chris Gloede</b> Chief Consultant</p>

## IETF Community: Advisory Group

	<p><b>Roman Danyliw</b></p>		<p><b>Francesca Palombini</b></p>
	<p><b>Barry Leiba</b></p>		<p><b>Joey Salazar</b></p>
	<p><b>Karen O'Donoghue</b></p>		<p><b>Greg Wood</b></p>

# Training Topics



## Meeting Management

## Promoting Contribution

## Resolving Conflict

## Building Consensus

*Conducting professional meetings with clear intended outcomes.*

*Encouraging input from meeting participants and ensuring all are heard.*

*Acknowledging differing views and allowing minority perspectives to receive debate.*

*Arriving at solutions supported by teams, even when they are not in full agreement.*

**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**

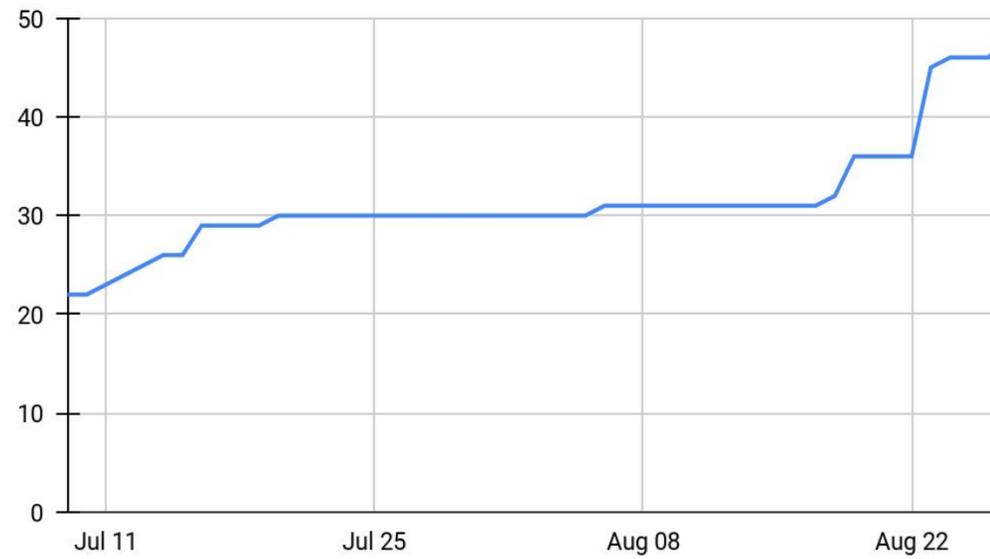
**8. Implementing Effective Consensus Decision Making**

# Chairs training summary statistics

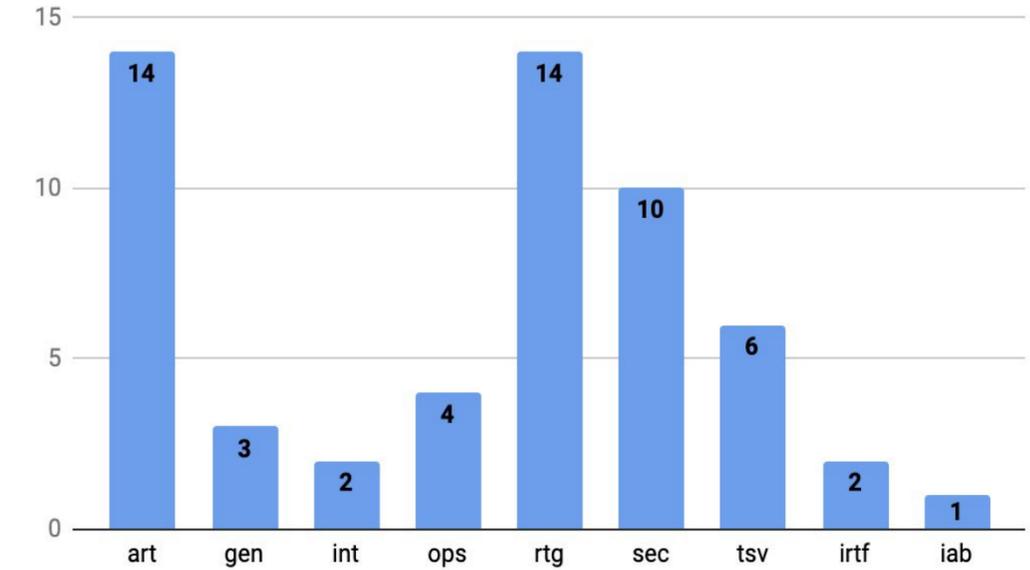
Registration Count

52

Registration Total by Date



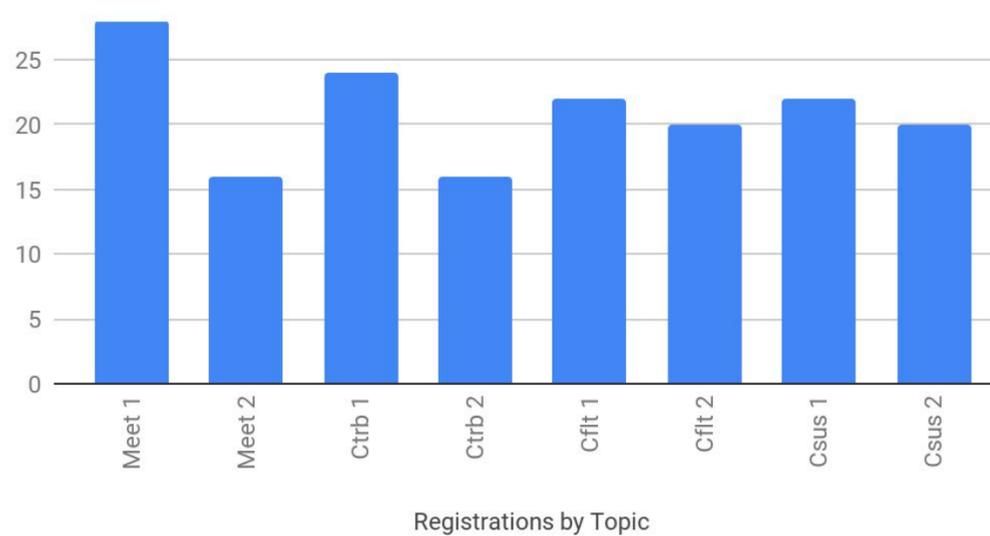
Registrations by Area



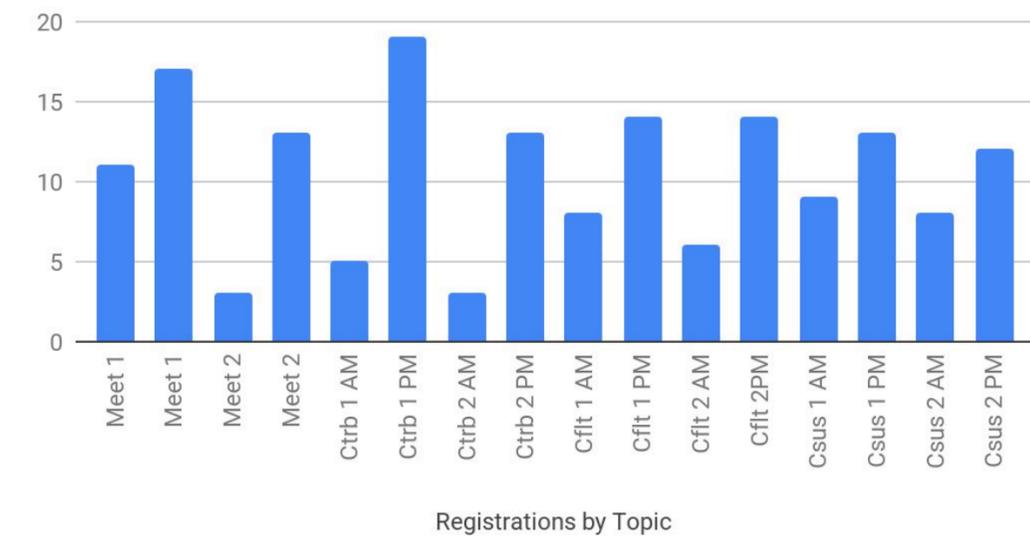
Total People Trained

40

Attendance by Week



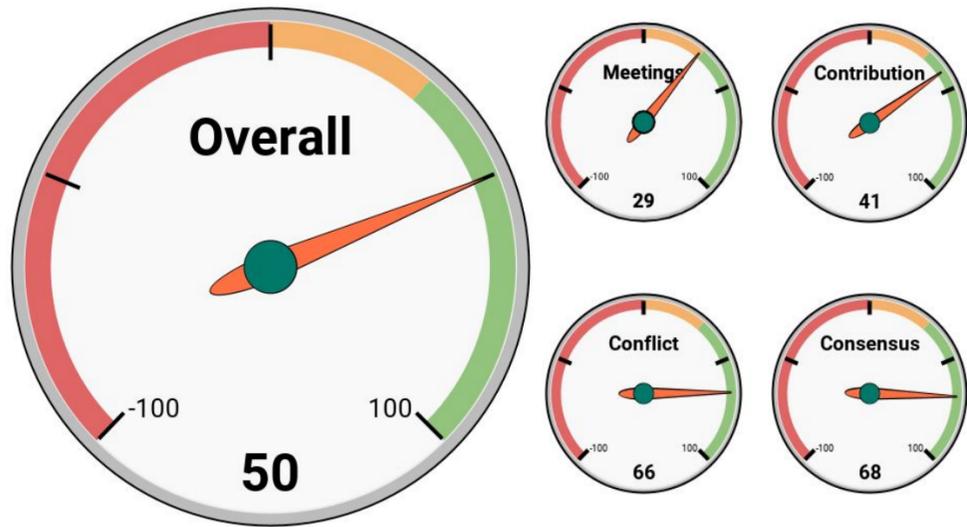
Attendance by Session



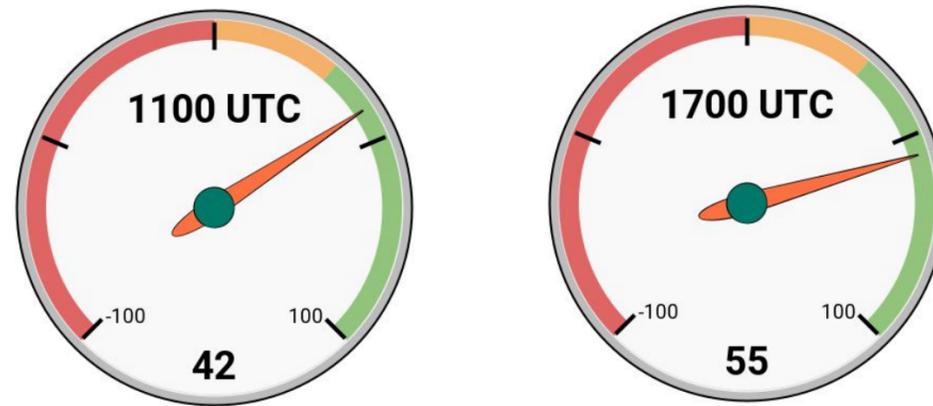
# Chairs training summary results

## per-session survey results

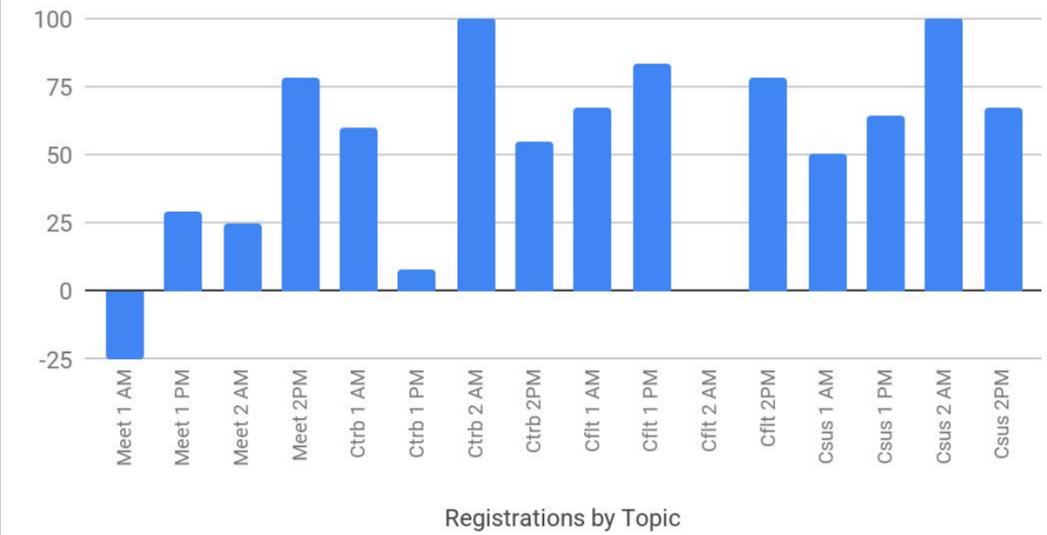
Net Promoter Score by Topic



Net Promoter Score by Cohort

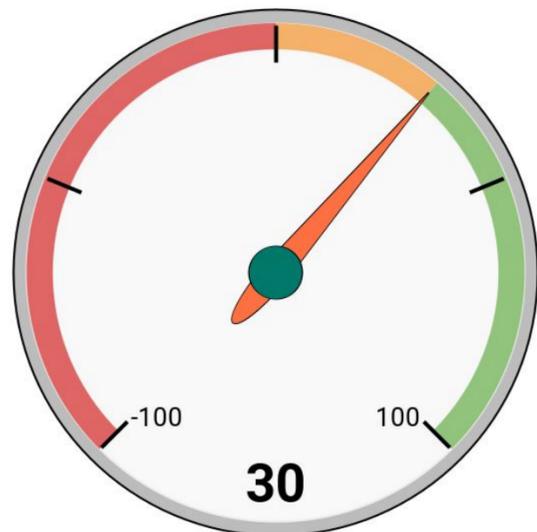


Net Promoter Score by Session

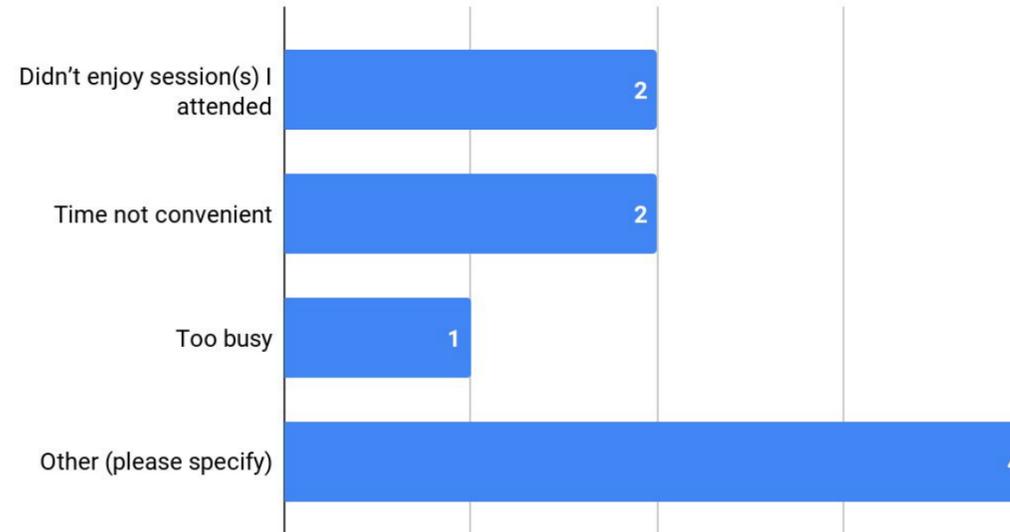


## final survey results

Net Promoter Score Total Training



Why didn't you attend planned sessions?



Rate the following elements



# 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](https://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!**



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