JULIE

Hi, I’m Julie and I work at Headquarters. I’m frustrated and overwhelmed about not being able to focus on my value-added work. I’m afraid this will keep me from rising to the next level at World Bank. My time is spent training and retraining short-term staff, waiting on responses from other departments, and handling work once completed by lower level staff.

Sometimes I feel conflicted with double-booked meetings - I don’t want to disappoint either side if I can’t attend both. I want to gain new skills but ultimately I just doesn’t have the time.

I feel disconnected from the field. I’d like an opportunity to work at the country level, but I’m unsure how that actually looks. I’m ambivalent sometimes... it’s inconvenient to work with country offices because ; they seem to make last minute changes and that’s the thing I spend my time on.

Even though these are challenging days, I really want to make a difference and I’m committed to the mission of World Bank. No matter what is going on at work, the mission keeps me going!

MARTY

My name is Marty. I work in a Country Office. I’m clear about my role in the organization but struggle to balance the needs of headquarters and the country management unit (CMU).

When trying to engage with headquarters, I often feel left out and not valued. I have technical difficulties connecting into headquarter meetings, and often the meetings go on without including me or my team. When I am finally able to join, the context for the discussion is not made clear and I walk away from the meeting without any meaningful takeaways.

Headquarters makes policy changes that make sense theoretically, but may not work at the Country Office. I would like to see my team consulted more prior to making changes.

With the creation of LDO, I believe there are opportunities for career advancement and am open to learning new skills.

Julie was affected by the re-organisation more than I was, but I can tell that change is coming to our Country Office too. Overall, I feel pretty good about things - such as our move to e-banking.

JULIE & MARTY

When Julie & Marty feel frustrated, they feel comfortable going to Khang to ask him for help. They believe Khang is a good leader who empowers them and gives them opportunities to learn and grow. At the same time, with so changes happening at once and new initiatives like the functional assignment teams, they think the LDO team might benefit from stronger direction and monitoring from Khang to push things ahead.

Moving forward, Julie and Marty would like to get to know each other, specifically their function and tasks. Currently they don’t know what each other do, how their work is connected or even how they are able to support each other.

They are looking forward to the retreat in two weeks. They hope this will be an opportunity to really get to know each other and have a clear picture for how their future will look like together as a team.