VOLUME 17/NUMBER 1

APRIL 1, 2001

Bank Swirled

Finn Finance Minister Niinistö: "I'll have **TWO** of what **he's** having!"

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Foot-and-Mouth Outbreak!
U11 Quarantined!
Story, p. 47

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BANK SWIRLED

Only the truth can astonish people. — Poupart, *Ma Tite Vache A Mal Aux Pattes*
Vol. 17, No. 1 April 1, 2001

New Network Formed

In a renewed effort to strengthen the matrix, World Bank President James D. Wolfensohn today announced the formation of a new network, Sycophancy, the first to allow multiple primary affiliations. "Sycophancy is a core competency. It's not implicit anymore. We want it out in the open where it can be recognized and rewarded," said Wolfensohn at a noon press conference. "It is also cross-cutting. IFC and MIGA staff will be allowed to join the new network. In fact, we see them as providing special leadership in this area." A new Vice President, Sycophancy position will be posted in JobWorld, and all EDP7 participants are expected to apply.

Sector families within the new network are already being organized. The Minions Thematic Group will focus on colleagues who shout louder than their bosses. Members should know how to make spreadsheets and do offline reporting from SAP. The Fawners Thematic Group will draw together personal assistants to level GI-above staff. It will hold its first meeting today at 4 p.m. in the Preston Auditorium — arrive early as it is expected to be standing room only. The Flatterers Thematic Group has already scheduled its first global conference, a symposium on best practices led by Corporate Day participants.

TRS News

RMA overseer Jane Campbell today held a news conference to announce "Changes in the Schedule for Closing TRS and Reversing Disputed Time." (SAP *aficionadi* with a "TRS Fabricator" profile may type in transaction CSCTRSRDT. Training will not be offered: ask your neighbors.) Extending the policy that forces staff to submit TRS recording for June 2001 during May 2001 (to improve year-end budget predictability, as if it mattered), staff will be required to record all FY02 time by June 15.

Reversals of disputed time can only be performed in SAP for one month following the close of time recording for that month, and then only if the feud between the sector managers has been resolved by coin toss, duel, exhaustion of the budget officers involved, or the arrival of IAD to audit everyone's trust funds.

This change will allow team members to refuse to do any work on over-budget tasks for the rest of the year, opting instead for expensive offsite training.

Large round pegs. Small square holes.
It's not just a job.
It's an adventure.

Sood Four-peats

HRS Vice President Katherine Sierra today announced the 2001 Winner of the Oxymoron of the Year Award. Presenting the award, a golden statue of a Fleet enema kit, Sierra said that competition had been particularly strong this year. Among the entrants were:

Organization and Leadership Effectiveness Group
Budget Reform Working Group
CAO Community
Trust Fund Coordination
Business and Professional Ethics
Competitive Management Selection

Despite such keen competition, the 2001 award went to three-time defending champion Anil Sood for his triple oxymoron "Strategic Compact Assessment," a 186-slide Powerpoint presentation first draft which forced ISG to buy fourteen new Lotus Notes servers and the *Financial Times* to quadruple the bandwidth of their e-mail gateway. Congratulations again, Anil!

GDLN To Fox

With the declaration that "privatization begins at home," Bank President James Wolfensohn today donated the Bank's Global Development Learning Network and all 50 Distance Learning Centers to Australian media mogul Rupert Murdoch. After thanking Mr. Wolfensohn for his "bold vision," Murdoch announced plans to change the name of the network to the Global Entertainment Network, or *G!*. "Our programs will be designed to build capacity in the crucial entertainment sector. I call it Develo-tainment. If that's not God's work, I don't know what is." Murdoch also plans to convert the high-tech Distance Learning Centers into a chain of experimental Learning Pubs. "Clients will use the interactive keypads to order beer and appetizers while they watch *G!* programs on the big screen."

Murdoch has signed fellow Australian Paul "Crocodile Dundee" Hogan to promote the Learning Pubs, which will have a tasteful Australian décor including a huge talking kangaroo with a beer tap in her pouch. "It's about time we started sharing knowledge with all those pretty little third-world Sheilas," said Hogan. "This proves the private sector can do it all," said Murdoch. "Watch and learn."

COMING THIS FALL ON *G!*:

Fridays at 9 p.m.: *IMMIGRANT SURVIVOR*: Eleven contestants in a remote desert try to outsmart each other for a G5 visa. Educational Content: Intermediate to advanced outsmarting.

Saturday at 8 p.m.: *BROADCASTAWAY*: A Global Communications team takes an ill-fated cruise and end up castaways on an uninhabited island. Educational Content: How to build a Global Network out of coconuts.

Weather Initiative Unveiled

Stating that "environmental factors are an essential element in any comprehensive development strategy," World Bank President Jim Wolfensohn today launched a new initiative for the Bank to control the world's weather, with special emphasis on the weather in emerging economies.

"In the past, the weather has been in God's hands, with the Bank on the sidelines. But no longer. If the Bank doesn't step up to the plate and meet the challenge on global weather, a significant number of our projects will be at risk, " said Wolfensohn. The Archbishop of Canterbury confirmed the hand-over of global weather to the Bank, and added that "Mr. Wolfensohn was at the top of His shortlist."

Complete weather specifications will now be written into each project, indicating the required temperature, rainfall, atmospheric pressure and dew point. Compliance of the weather with Bank objectives will be evaluated by the Interfaith Development Group. "This choice should not be misinterpreted as a sign that God is still involved with the weather," said Caroline Anstey, the Bank's chief spokesperson. "The hand-over is complete. The Bank is now the premier source for all global meteorological phenomena. And don't miss my live daily weather forecasts in streaming video on the Intranet, weekdays at 5 p.m."

Around the World Bank

The Washington Coalition for the Homeless today announced a partnership with IFC to provide opportunities for managers seeking meaning in their lives. "Selected senior IFC staff will learn new skills," explained a WCH spokesperson. "These include foraging in dumpsters, panhandling outside Metro stations and sniffing vanilla extract." The WCH provides used clothing and Wendy's cups to the participants. IFC Personnel Vice President Dorothy Berry lauded the partnership, which will be run in Washington Circle opposite IFC's elegant, Michael Graves-designed headquarters, as a cost-effective replacement for IFC's Village Immersion Program (VIP), the capstone element of the Harvard EDP program. She admitted, however, that finding IFC managers who met the safety requirement to "pose no threat to themselves or to the public, and who take their medication regularly" had been more frustrating "than finding a VP who knew what 'business casual' meant."

OPC Vice President Joanne Salop today launched her new 7/24 cable show, *Whose Bank Is It, Anyway?* Salop and selected senior staff will do improvisational routines of meetings and events around the Bank, based on suggestions from a phone-in audience. Among the sketches planned for the launch day were: "Name that Fad," CDF-matrix Twister, and "Yes, Jeffrey" – a brilliant segment where directors will re-enact 73 different events that "weren't done that way where I worked before."

Jean-Louis Sarbib reported today that for the first time in 10 weeks, verbatim transcripts of MNA management team meetings had not been sent to the *Financial Times* the following day. Dreaming of a world free of poverty is scheduled to resume in MNA on April 6.

In a continuing effort to downsize office space in downtown Washington, GSD is initiating a program to give smaller offices to shorter staff. All staff will be measured in stocking feet only (no elevator heels). GSD believes that each building can increase by one or two extra floors using this approach. According to HSD Director Bernard Demure, this approach will also have the unintended benefit of reducing the number of health issues arising from improper ergonomic configuration of the work space.

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NOTICE TO READERS: Please direct all suggestions, plaudits, kudos and other positive comments concerning this document to bankswirled@aol.com (yes, this is a real e-mail account). Negative comments and complaints should be addressed to Kemal Dervis, Ankara, Turkey, or call 1-800-GET-A-LIFE.

Bank Swirled was created under strict supervision of overpriced consultants from KPMG. No actual World Bank Group managers were injured or abused during document production.

James D. Wolfensohn, Editor-in-Chief
Mats Karlsson, Managing Editor

Proudly Catering
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Best Seller List

Malaysia CAS, by Jemal Kassum. A stylized account of a vibrant economy – or is it? Winner of the 2001 Pulitzer Prize for Fiction. The author will sign copies at the J-building InfoShop at 2 p.m. today.

The Protocols of the Elders of Delhi, by Rakesh Asthana. The subcontinent's plan to dominate the world through SAP, outsourcing and infiltration of hiring organizations.

Speaking with an MD, edited by Jane Holden. A collection of five original voicemail messages as recorded by Executive Assistants.

The House of Sand and Fog, by Carl Wessman. A touching memoir of life in GSD Facilities, including the Delhi office renovation (and how the construction proved prescient about what would go on inside the building), and, more recently, Legal's musical chairs.

TRS Mountain, by Anne Lamond. A mystery about where overtime goes after being normalized, with a surprise ending.

Bridget Jones: The Edge of Reason, by Kaoru Okada. During her interview, a YP candidate omits a VIP area from her Lego model of a refugee camp, fails to make it to the Selection Committee, and plots her revenge.

Waiting, by the Corporate Strategy Group. Six weeks left to fix the Bank's culture. Will Jim be able to get back on his private jet?

The Poisonwood Intranet, by Mohamed Muhsin. How the programmers of the 60 disparate systems that became SAP reinvented themselves as webmasters and produced 60,000 disparate webpages.

The FMS's Daughter, by Sara Bergman. An accountant stumbles upon the justifying receipt that clears her manager of wrongdoing: a Consultant Trust Fund invoice for $123,000 scribbled onto the back of a soiled Stockholm Hilton cocktail napkin.

A Year Late and a Euro Short, by Morallina George. A photoessay of the all-too-colorful lives of the Staff Association's auditors and the problems they faced bringing the former regime to justice.

"Budget Monitoring for Managers" mandatory training will continue to be offered through May 15, 2001. Managers should sign up if they have not already done so. Managers who are too important to attend, or who have assumed important cabinet posts in their home country, should send whomever has their SAP password. Post-its with the password are acceptable if they were stuck to the manager's computer screen. Staff taking anti-depressant medication may get a doctor's slip from HSD, but Aetna will not pay the claim. Managers preferring to overrun their budgets again this year may also be excused, as are those whose trust fund use has not yet been audited.

ISG announced today that the new 2001 OPE application only works on ED3 desktops with Notes R5. Staff using EN2 platforms with Notes R4 are thus excused from the performance management exercise this year.

Sheila Reines, HR Officer for Gender Equality, yesterday announced the official end of International Women's Month at the World Bank. Reines added that everyone will soon be in a better mood.

WDR Normalized

In a ground-breaking development today, the World Bank Group announced the results of its first-ever normalization of the entire contents of the annual *World Development Report*. Through the use of normalization, the WDR concluded that the Bank has made tremendous progress in the last three weeks in the fight to eradicate global poverty.

Originally applied by Corporate Resource Management to the Time Recording System, normalization entails the computation of overtime and other charges against staff resources that results in a consistent and measurable indicator of true costs to the Bank over a period of time.

According to Nicholas Stern, Chief Economist and DECVP, the application of the TRS normalization computer programs using economic development data was a joint effort between the Bank, the IMF and Fred, the homeless guy who hangs near Cuppa Cuppa. "I'm as excited about the use of this tool to measure our development effectiveness as I was when Richard gave me home leave and education benefits instead of mobility premium," said Stern at a news conference today.

The WDR draws some very exciting conclusions, including:

> The GDPs of 11 African countries now are 42 times greater than the amount needed to completely pay off their foreign debt this year.
>
> The average worker wage in seven Asian countries grew from USD 5.41 per month in March 2001 to USD 4,912.15 (normalized) per month in April 2001.
>
> The unemployment rate in France, Germany, Belgium and the U.K. is now statistically zero.
>
> The world's population has contracted to a manageable 982 million (normalized), a decline of 80 percent, of which only 23 people live below the "poverty line."

Stern hailed the results, declaring that the "fight's over before we've even begun!"

13% of you found a way.

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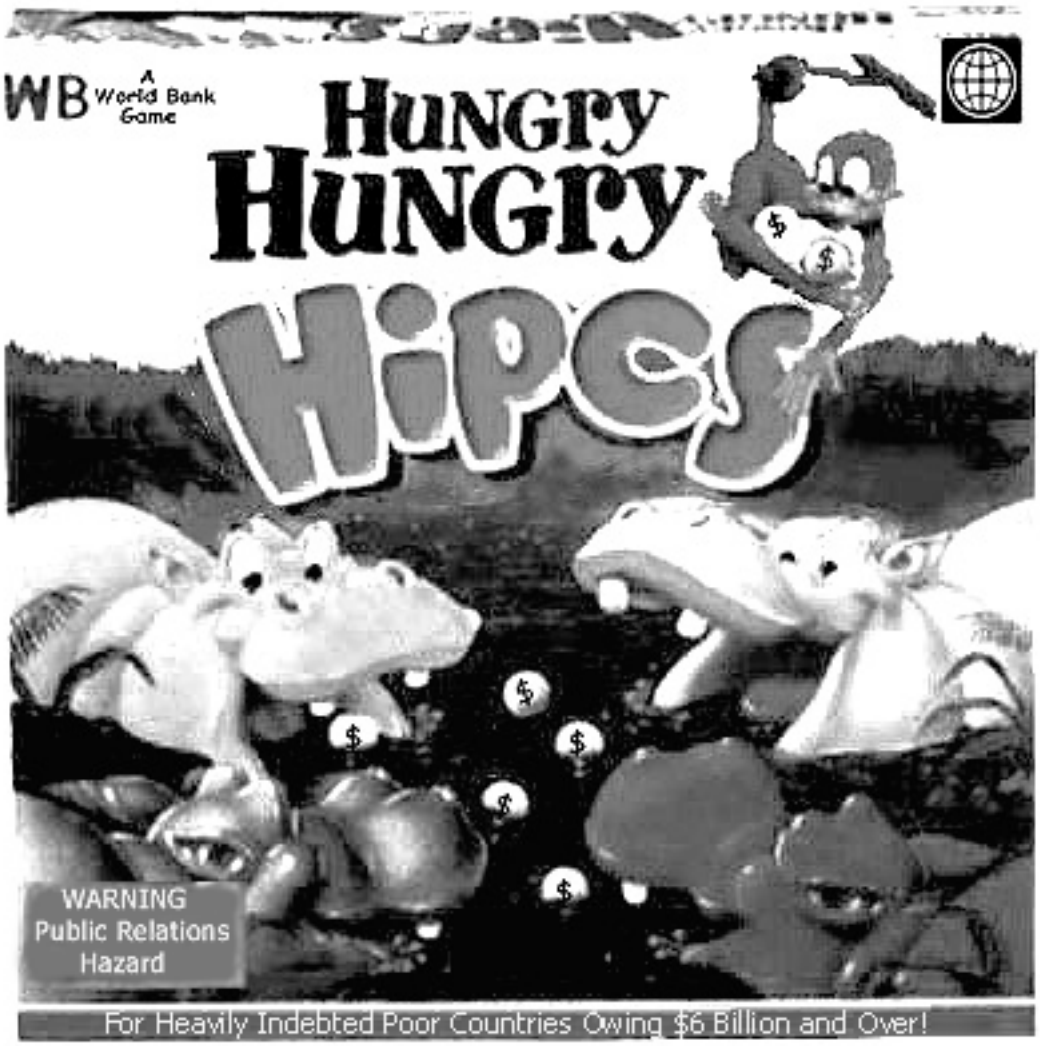

IFC Announcement

Due to the number of collisions in the F-building garage, GSD recently installed yellow siren lamps on each ramp between garage levels. These lights are controlled by motion detectors at the top and bottom of each ramp. Since their installation, the number of two-vehicle accidents and "near-misses" has decreased. However, a disturbing, simultaneous increase has occurred in the number of single-car accidents. HSD suspects a causal relationship with the reported increase of epilepsy among staff in the F-building.

To remedy this situation, GSD will install giant pinwheels on every pillar in the garage. The multi-hued pinwheels, each with a diameter of 8 feet, will rotate at variable rates of speed in alternating clockwise and counterclockwise fashion. This action is the direct result of extensive consultation with our building management services vendor, Prentiss Properties, our insurance carriers and external consultants in the building management and garage operational safety fields.

In order for the giant pinwheels to be installed prior to Friday evening's Benefit Disco Happy Hour on the ramp between levels B2 and B3 of the garage, all vehicles (except for Mr. Rischard's vintage VW Beetle) must vacate the F-building not later than c.o.b. April 4. The garage will reopen to vehicular traffic on April 7.

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E.R.

40-year old country X is rushed into the emergency room suffering from the effects of years of corruption and public sector waste, exacerbated by a fall in the world price of cocoa and the fact that other more progressive economies have cornered the cocaine export market. X has multiple lacerations, numerous bone fractures, bleeding in the brain, streets clogged with Mercedes, and almost no pulse, respiration or ability to repay external debt. Frantic calls to Aetna Member Services are unable to confirm MIP coverage.

As the paramedics enter the emergency room with the patient they immediately face two choices: do they give him to the team managed by the emergency room director, 5000km away changing planes in London (after flying first class transatlantic on British Airways), or do they give him to the team managed by the emergency room technical director? Apologizing for "double hits," the technical director grabs the patient while the ER director's team regroups to the Atrium Cafe for some more action learning, scrounged from left-over out-of-network reimbursements under the new MIP Option C.

The technical director team moves the patient to Bay 11, only to find that it's too small and too dark. They transfer him to a larger and better lit room, usually reserved for the hospital director's use. A 26-year old short-term consultant valiantly begins to wrap the patient's wounds and staunch the flow of precious foreign reserves. "I wanted to use gloves," she says, "but our glove budget was exhausted by September 1, there was no training money, and I never took courses on debt management, anti-corruption, aseptic technique or infection control!" Just as she seems to have an impact, her contract is cancelled by Appointments because she exceeded the 190-day limit.

On the other side of the bed, the team managed by the head ER nurse tries to assist the patient in breathing, shoving a partly worn tube down his throat. Then, the assistant ER technical director enters, notices the smell of sulfur and realizes that either the tube is in the esophagus instead of the windpipe, or the patient was accidentally moved to the J-cafeteria. "Fix it!" he roars. "It is our top priority because the hospital president said so in a video he made for an MC Atrium display booth last year!"

"We'll try," says the ER nurse, "but we have no money for new tubes and no experience, so it's hard for us to get it right the first time."

"My fault," says the assistant ER technical director, "I would have been here earlier, but I have 157 staff to supervise and I have no help except the retired doctors who charge $800 per day, avoid paying taxes on their pensions, and complain about the procedures they themselves wrote before they retired."

A portable x-ray machine, a gift from a generous donor, is rushed to the other side of the patient. A radiology team from the ER thematic network takes x-rays of the patient's chest. The assistant ER nurse, managing that side of the bed, realizes that the patient's privates were not covered with lead, as required by ESSD policies. "Stop!" she screams. "We must ensure that all safeguards are followed. The Inspection Panel might arrive at any moment and then we'd have to stop treating the patient and answer their questions!"

"I'd love to," says the radiologist. "However, the hospital has been arguing for years about which protocols to follow. Our lead apron budget ran out a long time ago so I decided that doing this x-ray quickly was more important than exposure to radiation. Also, in my OPE last year, my team leader told me to take more initiative." The assistant ER nurse, reaching for a rusty syringe and a defibrillator,

[Continued on page 31]

Die Zeit

Following the leak of a confidential, anonymous internal MNA memo on culture and behavior to the *Financial Times* and *Guardian* newspapers last February, the World Bank became the subject of many articles in the international press. The following article appeared in *Die Zeit*, a German daily, on February 20. As a public service, *Bank Swirled* has autotranslated the article into English using PCTranslate, a proprietary software package. (Editor's Note: ISG has announced that PCTranslate will be a standard icon on all ED3 desktops. As a result, all staff in GSD's Language Services Division were declared redundant on April 1.)

BANK OF THE WORLD:
The Reform Tolerates No Contradiction

Bank of the World Rebels Opposite the Leadership Style of the President Wolf Son

In Washington, a joke circulates: Before the Court of the Final Judgment stands Kofi Annan, Köhler, and the Bank of the World President, Wolf Son. Asks God of Annan: "Shall you into the sky or into the hell come?" Responds Annan: "I have on earth for the world's peace and against the poverty fighted!" On replies that God: "Very good. So yourself sat right to my side." Asks God then of Köhler: "And shall you into the sky or into the hell come?" Responds Köhler: "I have on earth for economy growing and against the inflation fighted!" On replies that God: "Very good. So yourself sat left to my side." So asks God then of Wolf Son: "And where belongs you?" Whereto Wolf Son responds: "On your chair, *natürlich*!"

Sadly, many Bank of the World rebels can on that not laughen. "The disposition has the absolute low point reached. The managers live in permanently *Angst*. The President contradicts no permits. Many speak him after the mouth, and he is from the reality isolated." So says the protocol of managers leading a session for North Africa and Near East. On five pages, it issues Bank-Boss Wolf Son and his rod a destroying judgment: lacking resources for important works, missing specification of the goals, and priorities setting a difficult.

"Not this opinion is of course representation," replies Vice President Karlsson. Nevertheless Press Speaker Caroline Anstey says during an interview with Wolf Son that themed questions to this subject are *absolut verboten*. "The Bank of the World is a complexity based spider web of economical issuances. When Wolf Son entered into an agreement with the Bank of the World during 1,994, he had cognition of the culture spread. No one had clearness or washed. No one had cognition of points on a compass. Importances moved without stopping moving, and from period to period, no Euros were authorized to happen the changes. Promises did not talk to one another, and initiatives impeded our capacity to have babies. Wolf Son altered that and all that more altered."

Press Speaker John Donaldson agreed in the affirmative yes. "Movement of stupendous bureaucracies and constitutional monarchies is tending to be of a many nation problems solving. "Wolf Son has the forefront of the talking between office occupants by interconnection like growth of man, money issues, financial, pollution, and geographical vistas like Africa and Asian culture."

New HR Service Initiatives

Following the recent announcement of its FY02 e-HR initiative, HRS today announced a radical new business model, piggy-backing on ISG's current Intranet 5 project. Called "v-HR," the plan proposes moving the entire HRS experience to desktops, combining the familiarity of "human" processes with the possibilities afforded by the increasing use of the Web.

"By attending a lot of conferences on the West Coast and in Australia," commented Maria Dalupan, HR Manager for Human Development, "we've amassed a ton of brochures describing the best practices of benchmark corporations." Asked about the recently completed e-HR initiative, Ms. Dalupan noted, "e-HR has gone as far as it can in the World Bank Group. Any further and we'd be out of a job!"

The radical element in v-HR is the inclusion of the "human" element in on-line transactions. "In e-HR, someone might have been able to design and monitor their own work programs, if we had let them. But v-HR combines the essence of the HRS experience with traditional HRS processes," said Dalupan. "For instance, v-HR boasts a new Web-hosted workflow. Any on-line request for HR services triggers complex Java programs that automatically display a "v-Busy" web page and produce a handwritten telephone message to the appropriate HR staff member. Then, the message is placed in the East Timor diplomatic pouch. A month later, it returns to the mailroom and is delivered to whichever HR staff member is on the longest home leave. Finally, when the HR staff member returns to work, a robotic arm retrieves the message, shreds it, and then deposits it in the nearest recycling bin."

"The whole workflow devolves HR processes to the staff, giving them true emotional ownership of HR services," explained an enthusiastic Kathy Sierra, HRSVP. "And we'll audio-stream onto every web page that same familiar, annoying piano music you hear today when you call Benefits and no one answers, so staff will have no problems with the transition to the new technology."

Other planned features for v-HR include:

- v-Hang-Up, where the v-HR website suddenly crashes if a promotion or salary increase request is received;
- v-RunAround, where the v-HR website simulates a typical transaction with HR, transferring your call from Benefits to Ending Employment to your region's HR Team to your HR Counselor to TISC to Records to Compensation to the VP Front Office to Learning to Oodle Noodles restaurant to Staff Services to Career Counseling to Employment Verification to Country Office Support to the Staff Exchange Program to the MC cafeteria to your network's HR Team to Recruitment to the YP Program then back to Benefits, where an agency temp gives you the wrong answer;
- v-Tribunal which automatically denies the appeal of any staff member on any HR action, regardless of fault or consequence;
- v-YourMistake, which randomly changes the meaning of on-line policies and guidelines; and
- v-G5Abuse, a confidential chat room where users can trade secrets and war stories about how to get the most from their domestic.

To see a prototype, go to http://mynet/v-HR.

This summary is prepared by the External Affairs Department of the World Bank. All material is taken directly from published and copyright wire service stories and newspaper articles.

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Headlines for April 1, 2001:

-Indian dot-com stings World Bank

Tehelka.com announced today in Bangalore a major scandal involving the senior management of the World Bank. Twelve hours of secretly filmed videotape were released to the Times of India and Star TV. "We caught the World Bank senior management team red-handed spending countless days trying to set priorities," said veteran World Bank watcher Raj Kumar, of Tehelka. "This was shocking since we were told countless times that the World Bank was not going to do that." In an attempt to defuse the scandal, James Wolfensohn, President of the World Bank Group, appeared at a press conference at the international organisation's headquarters in Washington, D.C. "The tapes," said Mr. Wolfensohn, "are a complete and total fabrication. I assure you there is no possibility whatsoever the Bank would ever do what we've been accused of in these articles. Any suggestions to the contrary are malicious rumors circulated by those associated with the discredited Meltzer Commission Report and other reactionary influences."

- More on Tehelka/World Bank scandal

Tehelka.com late today released to Star TV an additional 15 hours of videotape related to the ever-widening probe of World Bank priority setting. An estimated 29 million viewers in Asia were mesmerized as they watched the President of the World Bank, five Managing Directors, and 38 Vice Presidents play repeated versions of "eeny meeny miney mo" to determine how best to disburse the remaining US$11.9 billion in the Bank's development lending this year. The video shows Eduardo Doryan, the World Bank's Vice President for Human Development, being teased repeatedly by regional VPs as they flip coins to determine whether or not his network will receive any funding for education or health care. (It will not, after Environment Vice President Ian Johnson called seven successful 'tails' in a row.) AIDS and HIV prevention funding is turned down by the Americans on the management team playing an undisclosed game involving hands on a baseball bat. The group blindfolds and spins around South Asia Vice President Mieko Nishimizu before announcing that Turkey and Argentina will receive US$4.1 billion next year, all senior managers will be allowed to attend at least 20 conferences in expensive resorts before the year's end, Directors and above will be allowed to fly first class within the US, and staff will again be allowed to charge "hospitality" to travel expenses. The video clearly shows that Pakistan will be refused funding this year. A later sequence shows the Vice Presidents throwing darts from 5m at small pieces of paper containing the names of various borrower countries in an apparent exercise to focus trust fund aid. An additional 13 hours of secretly-taped video included a heated debate about a "Negatives List" – areas that the Bank would not include as priorities. In a dramatic sequence, Vice Presidents finally agree to post a single item onto the list – tourism – only to remove it when a retiree who is present remembers the Bank ceased tourism lending operations in 1974. A second item, currency stabilisation, was also posted but quickly erased when a food services contractor removing used coffee cups from the meeting room observed that such stabilisation was a core responsibility of the International Monetary Fund, not the Bank. A third item, breweries and tobacco production, was then posted but removed when International Finance Corporation Vice Presidents vehemently stated that these areas indeed were top investment priorities.

WB Definitions

New to the Bank? Lost in the acronyms and techno-speak? Is your UPI greater than 200000? Do you have zero British Airways Executive Club award miles? Do you think the Bank's "education benefit" relates to lending in the HD sector? Have you ever heard of All-in-1? How about Michael Ruddy? BAS? Past pension credit for NRS? No? Well, your worries are over. Just take this cheat sheet with you to your next team meeting, and pretty soon everyone will think you are in the old pension plan!

Activity	Meaning
PRSC	Blank check
PERC	Blank check
SAL	Blank check
I-PRSP	Blank check (quick)
PRSP	Blank check (arduous)
PER	Blank check (so-so)
SSPR	Blank check (obsolete)
CDF	Blank check (with an 80x20 matrix)
Donor coordination	Expensive teas, incompetent aid workers
Consultative Group	Expensive Paris cocktail parties, incompetent aid workers' incompetent bosses
Faith-based initiative	Anything involving the Aga Khan and a good lunch
Governance	Disbursing to Swiss banks
Priorities	Things the President wants to do
Urgent Priorities	Things the President wants done yesterday
Deliverables	Things the President wants to do monitored by Ulrich in Excel
Business Warehouse	Deliverables organized into 271 Key Indicators, presented on a webpage that no one looks at
Capacity Building	Retired Bank staff on trust fund-paid mission
Institutional Memory	Retired Bank staff on Bank-paid mission
Project Document System	Carpal tunnel syndrome

municipal corporation of chennai

Thank you, Fayez!

Aetna US Healthcare

NATIONWIDE, OVER 78,000 DOCTORS PARTICIPATE IN OUR OPEN CHOICE PPO.

JUST NOT YOURS.

To Our IFC Readers

Due to a technical error, 148 broadcast e-mails were distributed to all IFC HQ staff during the month of February to publicize a speech by David Brashears about his experience making an IMAX film on Mount Everest. Only 146 were supposed to be e-mailed. The IFC Learning Team apologizes for any inconvenience.

From the Desk of Fayezul H. Choudhury

Staff Association D.A. Mtg., MC 13 Boardroom, 2 p.m., Apr. 1

Prep:
Shoes shined
Hair combed
Hankerchief natty
Breath mint
Extra anti-perspirant
Cell phone on "vibrate"
Memorize MM's "contractor in the house" analogy
Plant shill to ask MM embarassing questions (Sara too obvious??)

Talking Points:
Blame MM and SAP team for current budget crisis
Give reason: too much work with too little relief takes its toll
Blame ISG for trust fund problems and TFs in general
Attack ACS staff
Attack HR for not managing Bank's human resources
Blame Richard, not Kathy
Follow with "HR has no idea of what people are doing"
Boast how ACT worked to make "one staff; one bank" a reality
Mention the fact that HR didn't (exonerate Kathy again)
Blame EDs for not using SAP to oversee TF irregularities
Hand off Q&A to MM
Avoid answering any questions -- let MM do the heavy lifting

The Absurder by Boris Summor

I finally let Muffy ring the call button, summoning the buxom *Unitedfrau* to tell the South Asia managers up front that they had the beds and the nightshirts and the Dom Perignon, and therefore there was no reason to party all the way to Katmandu to decide how to deal with the budget cut. After all, we paid full fare, too, and didn't get upgraded because the entourage had filled the whole cabin. Steerage seemed to be filled with babies, all headed to some international conference on behavioral disorders, no doubt organized by the HD anchor using KM funds. I've been avoiding Air France after they lost Jim's luggage in Bamako: a chartreuse *boubou* is not as becoming on me, because I am neither the same shape nor height as the rotund kleptocrats they're generally made for. Resigned to the noisy frat party in first class, and drunk as an IFC manager home from supervising one of their brewery investments, Muffy and I reminisced about the fun time we'd had last month flying to Kyoto with Motoo on Prime Minister Nsibambi's Learjet. How lovely it was to run into Caio on the *pistes* outside Davos, paying cash so Florence wouldn't have to cover the fraud on Diners Club.

How the mighty have fallen! Maritta was *assez indiscrète* as she and Marianne spent the morning with Muffy and Jennifer Lopez behind the Red Door, now that Caio is moonlighting, writing political humor about Kofi and God for some German weekly. The ladies were looking lovely, too, covered in mud, Maritta because she'd left IUCN (and not a moment too soon, King Fahd told me in Geneva) and spent her well-earned retirement renovating the family *schloß* near Dresden into the Youth Hostel she's always wanted. Must tell my Latvian G-5 to get a student card. Clearing customs in Frankfurt, I stood in line with the other F-class refugees, my old colleagues from the Industry Department. We lamented that Bank pensions are so paltry that even VPs are condemned to work after Rule of 50, returning to QAG, to shepherd the unsuspecting, and to reminisce in front of an unwilling captive audience about how much better things were when you had former graduate students huddled beside you handing you their yellow pads with the draft of your speech as you sat in the "real" front of the plane. Ah, but the pension goes so much further here in the U.S., where the G-4 visa continuation means that you can work without those pesky 1099-Rs, while keeping your money out of the hands of both the IRS vampires and the tax leeches back home. And to maintain standards for procurement, and Word templates for PADs and even PSRs — the SAP printout is so ugly, it's better to make your Most Exalted Executive Team Assistant (or whatever secretaries are called these days, must call Xavier) cut and paste it into SAP once she's transcribed the Pitman into email and finished padding your SOE, like in the good old days of pre-appraising big dams. But I digress.

It's so refreshing to have Kathy in HR, what with her exposure to ethics and even clients, and all that frontline work in her old jobs (no risk of that with the extant HR manager cabal, salsa or not! Ah, well, every Garden of Eden has them.) Luckily it was on Richard's watch last year when St. John just had to have that Kawasaki Jet-Ski, so we faked Muffy's mother's death in Canberra, and cashed in Bill's emergency leave ticket. Kathy's presence, though, has certainly improved the tone in the YourNet chatrooms. The references to Thucydides and flavored hemlock were a bit *outré* but not surprising given the, well, limited cultural backgrounds of FAC colleagues. I was late for my United Way lunch with Jim and Secretary Powell, stormy as it turned out but you did not hear that from me. My Palm V downloaded the wrong room number, so I hit "indigestion" on the Intranet and stumbled on a chatroom discussion among the MDs why there should not be any more cross-support. Mamphela's wisdom, quoting a village elder while pounding maize and making Molotov cocktails, was very apt: "Love your neighbor, but don't pull down your hedge." Sven had just taken Ko-Yung to task for deciding after six months that his office wasn't big enough and moving to the 6th floor because the weight-bearing wall in his office was immobile (though Carl tried). The ensuing game of musical chairs shifting units and their managers (or whatever they're called now in Legal) to accommodate his new MSN took more time than the Bosnia CAS. With the one he has near Jim, and the other (with assistant) at his old law firm in New York, you'd think he had enough room to stretch.

Lunch dragged on, and I finally got to go back to some "honest work" as Paul would say, on the new project we're doing with the Palestinian Authority. The bids were with some delay opened (well, at least that's what the PSR said) for a private contractor to build a submerged bridge in the Sea of Galilee that would allow tourists to simulate a miraculous walk on water. The crescent-shaped bridge will be submerged two inches below the surface. It will not be railed in order to enhance the effect, with boats (private, of course, Minouche insisted at the OC) nearby in case anyone slips. I didn't find it kitschy, but then again I loved Ismail's brilliant cofinance of the reupholstery of the Sistine Chapel's seat covers in mohair. I hope Jim likes the opening, assuming the disbursement stays out of Swiss banks.

Speaking of celebrity-baiting, what will the world's caterers do when no city will host our Annual Meeting? Will that be the end of us? Or, taking Larry Summers' advice (a module in the next EDP), will we do it in some dictatorship where the protestors will find it hard to get entry visas, and the police are less disciplined than D.C.'s finest? I understand the 6-hour entrapment in the Praha Conference Center was foreseen, which explains the e-mails from MDs trying to find out how many task forces there were before they went shopping. (Fewer than now, anyway, but still too many, with Anand on all of them.) I sent a note to Jim suggesting that the Annual Meetings be held on a ship. Delegates report to the nearest airport, to be transported to an undisclosed harbor. The line is Celebrity, selected because of their butter sculpture of Jeffrey as Neptune. Celine Dion as on-board entertainment, along with Anne Bancroft (*Ship of Fools*) and a Peter Lorre look-alike (*Voyage of the Damned*), because once the ship sets sail, no government will let it dock. No submarines allowed, unless Morallina has her way. Dues will go up.

I still enjoy my morning workout with Cheikh, because I find that Sven has a bad hair day if he does not get his pomade in the morning, giving him a more Elvis-like coif than usual. Speaking of corporate leadership, the Bank was pilloried in the press about rampant morale problems and mistrust. My suspicion was that the small gathering of reporters at the Fitness Center overheard our Stairmaster conversation and drew their own conclusions that things remained much as they were before Jim arrived, which of course as he reminds us all the time just isn't true. Why, there's even a case study at Harvard, though I didn't read it because I was too busy doing my Christmas shopping on eBay, and signing my classmates' casts from the nightly extreme sports events they conducted to work off the excellent food.

Answer Line

The purpose of this column is twofold: a) it propagates Bank policy as if it were friendly advice from Ann Landers, and 2) it provides a forum for disgruntled staff members to share their warped paranoia with the rest of us. Please include your name and UPI number so that we can enter a permanent record of your insolent ignorance in your Personnel file and notify your manager(s) of your attitude. All Answer Line columns should be filed under Catch-22 of your Staff Manual (available on Lotus Notes) and committed to memory. You will be tested later, and believe us when we tell you that we've raised the bar.

Question: I just hired a YP, and he simply can't read. It appears he has severe dyslexia. Does the World Bank's pre-appointment medical screening test for such problems?
Answer: On. *Bernard Demure, Director, HSD.*

Question: I recently had to justify to my manager a small hostess gift I gave to my counterpart's wife who was kind enough to invite me and my mission to dinner, after SAP bounced it. What gives?
Answer: Although the teal blue orchids were allowable, the Baccarat crystal vase valued at $137 according to your Diners Card, or $262 according to your SOE, needed a receipt to be claimed as "Miscellaneous." Next time, if your counterparts have children, I suggest a set of *My Dinner with André* action figures, which costs under $75 in most stores, and thus can be slipped in as "Communications" without documentation. In addition, since they are produced in an IFC-financed sweatshop in Rangoon, you support our dream of a World Free of Poverty by providing unskilled employment for girls who should be in primary school, while at the same time fattening the bottom line, and therefore the performance bonuses, of our F-building colleagues. *M. Florence Teh, Section Chief, ACTRT*

Question: I joined the EDP Chat. The friendly chat bot welcomed me and told me to to use the virtual espresso machine in the corner, grab a virtual chair and make myself comfortable. I was the only one in the chat room for 12 consecutive days before the server crashed. But the virtual espresso was delicious even though it made me virtually pee several times. Can you serve virtual beer too? And some virtual peanuts or virtual pretzels or something, because I was virtually starving at the end there.

Answer: We'll look into your request only after the volleyball game when the gang gets back from the emergency room with their casts set and finishes their daily report for the *Financial Times*. *Tyler Jug, EDP Coordinator (retired)*

Question: What exactly do Managing Directors do?
Answer: They look at their watches and say, "6 o'clock. Time to go home." *James D. Wolfensohn, President*

Question: Now that the Bank is serious about setting priorities, I worry about my work program. Any advice?
Answer: Any staff member who needs to align his or her work program with the new Bank strategic priority list can follow these simple steps: (1) Get one of the few remaining trust funds to host an international workshop. (2) Get your agency temp to write a speech welcoming the visitors, and invite Mr. Wolfensohn to the opening session. He won't attend (unless the Archbishop of Canterbury, Sting or the Aga Khan decides to participate), but he will record a video that you can show briefly Monday morning at the first session before the delegates zoom off to Georgetown to shop and eat for the remainder of the week. Make sure you have money to pay WBI for the use of their video facility, and order 100 extra copies. Use the GDLN IO if you run short of PHRD. Next year, bring the Wolfensohn video to your VP's meeting with CRM and the MDs when they consider your budget, not only avoiding any possibility of program cutbacks but also ensuring a significant increase in Bank budget funding so you'll be able to hire five retirees as short term consultants. *Katherine Sierra, Vice President, HRS*

Photo Gallery

Starting early at the World Bank Day Care Center.

Today at the Bank

6:15 a.m. Joanne Salop hosts screening of *I, Shengman* (Episode 43). The entourage is thrown into turmoil when the corporate 'to do' lists are stolen and end up on the front page of the *Financial Times*. The originals are later found, and the absence of meaningful entries leads to an orgy of finger-pointing. Preston Auditorium.

8:30 a.m. MIP Support Group Meeting. Members of the World Bank Spiritual Unfoldment Society will counsel staff on how to remove their new ID cards from their mailers without destroying them. A special breakout session led by HSD psychologists will comfort any MIP participant with a last name of more than 17 characters. Pre-registration required, especially for those who selected Option C. H3-100.

9 a.m. HRSLE Smackdown. Having agreed on who had the larger budget, staff from the former Institutional Change Group and the former Leadership Development Group continue their argument about which of the two units' former names was the bigger oxymoron. Cynthia Haddock adds fuel to the fire. H-auditorium. All day, bring a cushion if you don't have a $700 Aeron chair.

10:30 a.m. Kathy Sierra hosts screening of *I, Shengman* (Episode 44). As protesters break all the windows on the H Street side of the Main Complex, "PREM Network—All" gathers in the Colosseum to watch the flogging of Laura Raney at the order of the External Affairs Counselor.

12 noon. "PREM Network—All" catered lunch seminar on whether free speech precedes or follows economic liberalization. Because of incidents at the last lunch sponsored by EDP7, all participants who do not come naked to the event will be frisked before passing through metal detectors. (Call Robert Goodland if you need a vegetarian, ovo-lacto, vegan, wool-free, politically correct or high fibre sushi assortment.) MC Atrium.

12:30 p.m. HRSLO Management Coaches discuss whether advances in genetic screening that allow the early diagnosis of manic-depressive middle managers before they are promoted to manic-depressive senior managers will render the coaching racket obsolete. Also, how to join the Aetna PPO without medical credentials. The Palm.

2 p.m. Mohamed Muhsin hosts screening of *I, Shengman* (Episode 45). Explanations of why the Bank's main webpage is offered in Yiddish but not Bahasa fail to persuade. The Development Gateway team is rounded up and turned over to Hannibal Lecter. Finding them becomes a challenge, but ISG uses its comprehensive reports on the IP addresses of the 32 hits on the Development Gateway (since inception) to track down all 30 individuals. Preston Auditorium.

2:30 p.m. Pre-meeting work session for Mr. Wolfensohn's April 4 town meeting. Ann Rennie reports on focus groups that have identified the five country offices most likely to lob easy questions. The Legal Department is excused following their best-practice performance last month. If you don't know where this meeting is, you're not supposed to be there.

3 p.m. Dealing with Negative Attitudes in the Workplace. This is a repeat of the February 20 seminar sponsored by the Legal Department's Staff Development Committee. *Organizer's Note: we have to repeat this seminar because so many of you jerks signed up and never showed. What the heck is <u>that</u> all about? And while I have your attention, whoever pinched my yogurt from the unit refrigerator today while I was at the Stress Management Seminar can just kiss my you-know-what. Do I have to padlock it every time I go to the bathroom? — Isabel Mignone-Del Carril*

4 p.m. Strategic Compact Assessment drafting committee breaks from coffee in the Atrium Cafe to return to version 14. Efforts to remove all words longer than one syllable fail.

5 p.m. The Archbishop of Canterbury and the Aga Khan will sign copies of their new cookbook, *Interfaith Indian Pudding and Other Culinary Adventures of the Spirit*. J-building Infoshop.

6:30 p.m. EDP7 ringleaders meet to exchange drafts of their faxes to the *Financial Times*. Caroline Anstey hosts. Note change of location from Preston. MC4-401.

11 p.m. Joanne Salop hosts screening of *I, Shengman* (Episode 46). As the MDs show 'thumbs down,' OPCS bodyguards restrain audience as Rottweilers tear to pieces four team leaders who refuse to fill in the eCAS annexes. Parental advisory for violence, duplication and excess expense. Preston Auditorium.

Remember those great ideas from those Strategic Compact retreats?

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Draft 011: 04/01/01

Innovation Summary: Capturing Indigenous Knowledge

Introduction

Following the announcement of the Global Development Gateway, WBI team leader Nigel Plumbly led the Bank's first mission to capture knowledge from an indigenous population. Traveling to a remote village in an undisclosed, developing country, he used the new "Direct Dialog" method of knowledge capture, as demonstrated in the following transcript of his conversation with a native chief:

NIGEL: Hi'ya, Chief. I'm Nigel, World Bank. Great to meet you. Nice, open village. Lots of light.
CHIEF: The people of my village welcome you, and hope that you…
NIGEL: Enough chit-chat. Give me all your knowledge so I can publish it on the Bank's new Global Gateway.
CHIEF: Why do you want to put my knowledge on your gateway?
NIGEL: So we can put it to good use, of course! No offense, but you folks have had your knowledge a long time and from the looks of this place I'd say you haven't done that well with it. I mean, there isn't a 4-star restaurant within 200 kilometers. And you can't take a step without tripping over one of these furry things with horns on them.
CHIEF: Those are goats. Goats form the basis of our economy. We use goats for….
NIGEL: News flash! Goats are out. Knowledge portals and E-commerce are in. Where do you want to be two years from now? Sitting in your new, air-conditioned tribal casino watching Wayne Newton sing *Danke Schön*, or here in the hot sun watching a bunch of goats?
CHIEF: Wayne who?
NIGEL: Just turn your knowledge over to the World Bank and Bill Gates. Then you can kick back and relax poolside while we help your government manage your future for you.
CHIEF: My government? You mean the men from the city who talk much and do nothing?
NIGEL: That's the smartest thing you've said all day, Chief! Too bad I can't put it on the gateway. But share a few more gold nuggets like that into this tape recorder, and I can make it back to the Intercontinental before those boys from the IMF eat every caviar canapé on the buffet. Say, what kind of goat is that with the long teeth and huge claws running this way?

Analyst's Note: The remaining contents of the tape were drowned out by the sound of lions feeding on a fresh kill. (Staff traveling to affected areas are reminded to use the *large cat repellent* provided in the standard HSD Travel Kit.)

New Methodology Proposed

After analyzing Nigel's technique, trust-funded WBI consultants determined that the "Direct Dialog" method is impractical. Indigenous knowledge holders view the capture process with unwarranted skepticism. WBI therefore concludes that the only viable way to capture indigenous knowledge is to do so *without the knowledge-holder's awarenes*s: "Surreptitious, Unobtrusive Capture of Knowledge."

Surreptitious Knowledge Transfer

Using preliminary PriceWaterhouseCooper guidelines, the following examples of surreptitious knowledge transfer are proposed:

*Introduction and Warm Up***:** That's a nice outfit. Hand wash or dry clean?
*Primary Education for Men***:** If you had six goats and a raiding tribe stole three, how many goats would you have left?
*Secondary Education for Men***:** If one of your goats (X) leaves the village at sunrise, and another goat leaves the village traveling in the opposite direction one hour later (Y), about when do you think the two goats will meet at the big eucalyptus tree by the monkey's den? (Z)
*Primary Education For Women***:** Do you know where babies come from?
Health (Sanitation): It's been a long ride, Chief. Where's the you-know-what? And about how many meters is that from the village well?
Health (Medical): I think I ate a bad piece of goat in the last village I visited. Do you have any native remedies I can take to help me get through our next meeting? [Note: do not present your MIP card.]
Faith: My limousine just missed hitting an elephant on the way here, thank God. Say, who do you thank when you just miss hitting one of those things?

INDIGENOUS CATALOGUE®

PSD Vice President Minouche Shafik today announced that the World Bank will soon issue its first-ever catalogue of goods manufactured and used by indigenous peoples in emerging economies. The catalogue will be introduced first in the United States, Canada and Western Europe, and will be offered on a quarterly basis.

"It's a positive development for all concerned," said Shafik. "We help our clients access new markets they could not reach on their own. The Bank's cut of the sales helps tap a new source of funding for our programs, and at the same time we help Western *arrivistes* obtain the kinds of truly authentic goods that department stores and traditional catalogues don't carry."

Release of the first edition is expected before June 30, the end of the Bank's fiscal year. Shafik released to the press the following prototype of a catalogue item:

MADAGASCAR
This brother and sister live in a remote settlement of 300 people, mostly cattle herders. Whether bravely driving their livestock across the plains in search of fresh water and grain, or returning from market with root vegetables for meals, there is the ever-present need to keep the dust from one's eyes, skin and respiratory passages. So they bundle themselves against the elements in the essential Long Silk Muffler. One size, $79.95. Colors: Oyster (shown), Sage, Sunburst, Mulberry, Midnight, Arctic, Tomatillo and Adobe. Dry-clean only. See page 57 for matching beret.

Errata

Bank Swirled recently incorrectly reported that newly-appointed Director of Internal Communications, Gerry Rice, had run up a $30,000 charge dialing directly into the World Bank's Washington, D.C. SLIP account from Scotland. Mr. Rice had actually dialed into the Washington, D.C. AT&T Global Access number.

When asked to comment, William McDonald "Dee" Buck, a spokesperson for Vice President and CIO Mohamed Muhsin, declined. He referred further questions to HRSVP, Katherine Sierra. When asked about the charges, a spokesperson for Sierra, Michele Egan, denied any knowledge of the matter. Egan directed all further questions to the Corporate Secretariat.

A spokesperson for the Corporate Secretariat, Thelma Guerra, had no comment and referred all questions to the Office of the President. A spokesperson for the Office of the President, Caroline Anstey, denied there was a Corporate Secretariat and referred any further questions to the Bank's European Office in Paris. Paris Office spokesperson Malcom Ehrenpreis denied knowing Jean-Francois Rischard. And a spokesperson for Jean-Francois Rischard, Elkyn Chapparo, denied knowing Maritta Koch-Weser. A spokesperson for Koch-Weser, Petra Pinzler, also denied knowing Maritta Koch-Weser, but said Koch-Weser could not be reached for comment. Pinzler also denied any involvement in the February *Die Zeit* article regarding the World Bank.

A spokesperson for Mr. Rice, Fred Nunes, said that Rice has "put the incident behind him after receiving five minutes of one-on-one training in Paris from EXTEU Administrative Officer Sonia Smith." Further, Rice "looks forward to working with management to improve the effectiveness and efficiency of communications to Bank staff and its constituencies worldwide."

Bank Swirled regrets any embarrassment caused by its error.

Benefits Emoticons

The following guide is designed to help staff interpret e-mail from the Benefits Unit. If your correspondence includes an "emoticon," use the handy chart below to determine the true context.

Symbol	Meaning	As in
;-)	wink	Yes, you can resettle to Chile, get 100% of your separation grant and a green card.
:-)	smile	Your request for an exception is denied.
:-(	sad	My VP overruled me and granted your exception.
;-o	yawn	I got lost in thought, which is unfamiliar territory for me....
:-o	shock	All of your doctors are in Aetna's network?
:-|	not funny	Your STC's breast implants aren't covered even if done by an in-network provider.
:-p	yuck	I realize Aetna didn't pay your colonoscopy claim but that's much too much detail.
8-S	confused	I just read the Staff Rules...
:-D	funny	You got promoted to F, and you think you are now eligible for expatriate benefits?

Now Playing at the World Bank Gigaplex

The Mexican, starring Olivier LaFourcade and Orsalia Kalantzopoulos. The big guys always get more budget, but it isn't the size of the country that counts, it's how you use it.

Get Over It! Achim von Heinitz's drama about why FAC gets no budget increase this year.

15 Minutes. OED staff try to figure out how to log on to SAP.

Hannibal. Documentary about the reorganization of WBI.

Crouching Team Leader, Hidden Sycophant. Oscar-winning epic about Corporate Day and EDP.

The Brothers. Morallina George's haunting stylization of the Nick Stern recruitment.

Gladiator. The Staff Association and management fight to the death over past pension credit for NRS. Winner of an Oscar for Best Picture.

H-BUILDING FITNESS CENTER

The HSD H-building Fitness Center is one of the most popular and important components of the World Bank Group employment experience. Our professionally operated center boasts two levels of exercise facilities including training rooms, treadmills, Lifecycles, Stairmasters, weight circuit training and free weights. With over ten classes a day ranging from aerobics to yoga to Latin dance, we help our staff stay happy, healthy and productive. In order to maximize your enjoyment of our fine facility, and to protect the health and welfare of your fellow Fitness Center users, HSD asks all staff to follow these simple rules.

1. Please refrain from autosexual activity in the shower stalls. If that is not possible, at least close the curtain.

2. If you would like to enhance your sauna experience with steam, please fill the wooden buckets provided and pour the contents onto the heating element. Please use tap water. While urine may be more convenient, it rusts the equipment.

3. Please use the toilets for all digestive-related bodily functions. Even if you are extremely angry at a colleague who cut in front of you at the bench press, the front of his locker is simply not an appropriate venue, particularly for solid waste.

4. Feminine hygiene products should be disposed of in a proper trash receptacle. "Any flat surface" typically does not qualify as an appropriate disposal site.

5. Do you dry your hair in a clothes dryer? Don't dry your clothes with a hair dryer.

6. Staff assigned permanent lockers should not leave an unwrapped ham sandwich on the top shelf, lock the locker, and then embark on an eight-week mission.

By following the above simple rules, your H-building Fitness Center experience can remain healthy for you and your colleagues.

Live Bulletin

Extracurricular & Cultural Events

Sven Sandström
04/01/2001 05:36 PM
Status: Live

Title/Headline: **The Art of Letting It Go To Your Head**
Contact Person: SUS
Sponsor: SUS
Description:

World Bank Group Spiritual Unfoldment Society Event
Sunday, April 1, 2001
1:00 - 2:00 p.m.
3rd Floor, J Building Conference Room J3-101

Topic: "The Art of Letting It Go To Your Head"
Presented by Mannie Miles

The art of letting it go to your head can be a challenge for us all, especially for those of us with G4 visas and kids in college. Holding on to past hurts, beliefs and values that no longer serve us is counterproductive. (So is holding on to that cute team assistant even after she admitted that she wanted your Budget Officer's job. But good Lord, is she fun!) And it keeps us from creating a life of abundance -- mentally, emotionally, physically and spiritually -- unless a promotion is involved. Mannie Miles will tell us all about these things and how they affect us in her presentation on September 9. Today's presentation will be on how to fill out MIP dental claims forms correctly.

Biography

Mannie Miles, a Life Choices Counselor, is a Master Ultra Depth Practitioner (which is only one belt color below an "Ultra Practice Depth Master"). Mannie is a neurolinguistic pseudonominist and a kinesis trainer (which still requires a sharp eye and good arm in the major leagues), and moonlights as a treadmill. Born with the gift of clairvoyance, she also works as a medical intuitive, like most of HSD. Mannie speaks infrequently at corporations but quite often to passersby on street corners. She conducts private sessions and workshops, a practice upheld on appeal as being neither lewd nor pandering by the Arlington County General District Court. She has performed on WMAL Talk Radio as static, as well as on Metrorail where she is the sound of the opening and closing doors. She is presently producing her CD series, *Charting Your Future Course Tomorrow*. The first in the series, *The Art of Letting It Go to Your Head*, is due in 2010.

The World Bank
INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT
INTERNATIONAL DEVELOPMENT ASSOCIATION

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EXIT INTERVIEW QUESTIONNAIRE

The purpose of this questionnaire is to obtain your feedback on your work experience at the World Bank Group (WBG). This information will help us to better understand your reasons for resigning and give insight into how the Institution can improve, which we will summarily ignore. Your responses will be kept confidential for at leas t five minutes.

Name:	**Date:**
Title:	**Grade:**
OUI:	**EOD Date:**

I. Reasons for Resigning from the WBG: Please review the list below and rank from 1-3 (1 being the highest) your three most compelling reasons for resigning from the WBG.

Reason for Resigning	Ranking (choose the 3 most compelling reasons)
Wife caught me in bed with G5	
Swiss bank account full (please provide new Acct #)	
Aetna's Open Choice PPO	
Youngest child turned 25; no longer can use education benefit	
Must manage the Cayman Island dummy corporation I set up to divert CTFs	
Less qualified but more political weasel promoted over me	
Won't be the same without the HRS VP ranting about how awful HR is	
I got a better job with better benefits – at the IMF	
Got one too many haikus from my VP	
SAP workflow ended my BAS fraud capacity	

II. Immediate work environment: Please indicate from 1-5 the degree to which you agree or disagree with the following statements.

1. Requested feedback to Jim is ignored too often, if read at all.	**Disagree *1 2 3 4 5* Agree**
2. My email was safe from ISG prying for the MDs.	**Disagree *1 2 3 4 5* Agree**
3. The CTFs I mobilize were stolen too frequently by my director.	**Disagree *1 2 3 4 5* Agree**
4. Harassment is verbal or written, never physical.	**Disagree *1 2 3 4 5* Agree**
5. Operational travel was always economy to business.	**Disagree *1 2 3 4 5* Agree**
6. My office had enough air.	**Disagree *1 2 3 4 5* Agree**

III. Fairness: Please indicate from 1-5 the degree to which you agree or disagree with the following statements.

1. The Bank discriminates only against polygamists.	**Disagree *1 2 3 4 5* Agree**
2. Even though I knew XML and SAP, I could not speak Hindi.	**Disagree *1 2 3 4 5* Agree**
3. Sodexho Marriott prepares vegan food better than red meat.	**Disagree *1 2 3 4 5* Agree**
4. Grade E+ staff are given the same opportunities as ACS staff.	**Disagree *1 2 3 4 5* Agree**
5. Staff are treated equally based on their ability to lick boots.	**Disagree *1 2 3 4 5* Agree**

IV. Overall Satisfaction with Institution: Please indicate from 1-5 the degree to which you agree or disagree with the following statements.

1. I would prefer to work for the Mafia.	**Disagree *1 2 3 4 5* Agree**
2. (For EDP grads) Staff benefits are competitive with Burger King.	**Disagree *1 2 3 4 5* Agree**
3. (For EDP grads) On-line shopping/eBAY was faster in the HBS dorm.	**Disagree *1 2 3 4 5* Agree**
4. The messengers delivered my Land's End purchases.	**Disagree *1 2 3 4 5* Agree**
5. I preferred the paper *Bank's World* as useful to wrap dead fish.	**Disagree *1 2 3 4 5* Agree**
6. I would consider returning to the WBG if it killed the CDF.	**Disagree *1 2 3 4 5* Agree**

Product Warranty Card

Thank you for borrowing from the International Development Association. In order to protect your new investment, please take a few moments to complete and return the warranty card below. Answering the survey is not required, but the information will help us to develop new products that best meet your needs and desires.

[] Mr. [] Mrs. [] Ms. [] Miss [] Col. [] Gen. [] Comrade [] Classified Name:	Code Name	Swiss Bank Account No.

1. Which Network sold you your credit?
[] PREM [] ESSD [] PSI [] HDN [] Don't know [] Don't care [] Just show me the money

2. Board date (Year/Month/Day):

3. WBS Element:

4. Please check where this product was purchased:
[] Received as gift with HIPC debt relief [] Catalog showroom [] Discount store
[] Visit by traveling salesman [] Government surplus [] Visit by Jim Wolfensohn
[] Visit by Jim Wolfensohn and Horst Köhler [] Visit by Jim Wolfensohn, Horst Köhler and Caio

5. Please check how you first became aware of the IDA product you have just purchased:
[] Heard loud noise, looked up and saw private jet
[] Woke up one morning and found retired Bank staff/PHRD consultants on doorstep preparing the loan
[] Store display in Zurich
[] Espionage
[] Recommended by friend / relative / ally [circle one]
[] Political lobbying by former colonial power
[] Was attacked by Jubilee 2000

6. Please check the three (3) factors that most influenced your decision to borrow this loan from IDA:
[] Style / appearance compared to other ways to mortgage our nation's future/indebt our grandchildren
[] Speed / maneuverability compared to other donors or private lenders
[] Price / value
[] Comfort / convenience
[] Kickback / bribe
[] Recommended by salesperson
[] Backroom politics
[] Enjoy pepper spray in Washington in April

7. Please check the location(s) where this product will be used:
[]ECA []MNA []AFR []SAR []LCR []EAP []Zurich []New York []Cayman Islands []Bangkok

8. Please check the products that you currently own or intend to purchase in the near future:
[] Learjet [] VCR [] ICBM [] Nuclear Power Plant [] Color TV
[] Air-to-Air Missiles [] Monaco mansion [] Home Computer [] Wiretapping equipment

9. How would you describe yourself or your organization? (Check all that apply:)
[] Communist / Socialist [] Terrorist [] Crazed [] Neutral [] Democratic
[] Dictatorship [] Corrupt [] Primitive/Tribal

10. How do you plan to repay your IDA credit?
[] Deficit spending [] Cash [] Personal check [] Oil revenue [] Cocaine
[] Credit or P-card [] Ransom money [] Sick Leave Pension Credit [] HIPC debt relief [] PRSC
[] Hyperinflation [] IBRD loan [] IDA loan [] Do not plan to repay

11. Your occupation:
[] Homemaker [] Sales/marketing [] Revolutionary [] Clerical [] Mercenary
[] Tyrant [] Middle manager [] Eccentric billionaire [] Finance Minister [] Bank Retiree

12. To help us understand our customers' lifestyles, please indicate interests and activities which you enjoy on a regular basis:
[] Golf [] Boating/sailing [] Sabotage [] Propaganda [] Destabilization
[] Gardening [] Crafts [] Black market [] Wines [] Interrogation
[] Torture [] Crushing rebellions [] Espionage [] Fashion [] Cocaine
[] Running [] Border disputes [] Bicycling [] Pornography [] Tennis

Thank you for taking the time to fill out this questionnaire. Your answers will be used in market studies that will help the World Bank Group serve you better in the future - as well as allowing you to receive mailings and special offers from other companies, rich governments, "good" NGOs, consulting firms and purveyors, and mysterious consortia such as the World Bank Group Staff Association, Laura Raney, and Thematic Groups in the "PREM Network-All." As a bonus for responding to this survey, you will be eligible to win a prize in our Desert Thunder Sweepstakes, with a Grand Prize of a squadron of AH-64D "Longbow" Apache attack helicopters equipped with Hydra 70 rockets – perfect for palace defense! (Employees of IFC and their families are not eligible. Void where prohibited.) Please send your completed form to: Mats Karlsson, World Bank Marketing Dept., MSN U11-1100, Washington DC 20433, USA.

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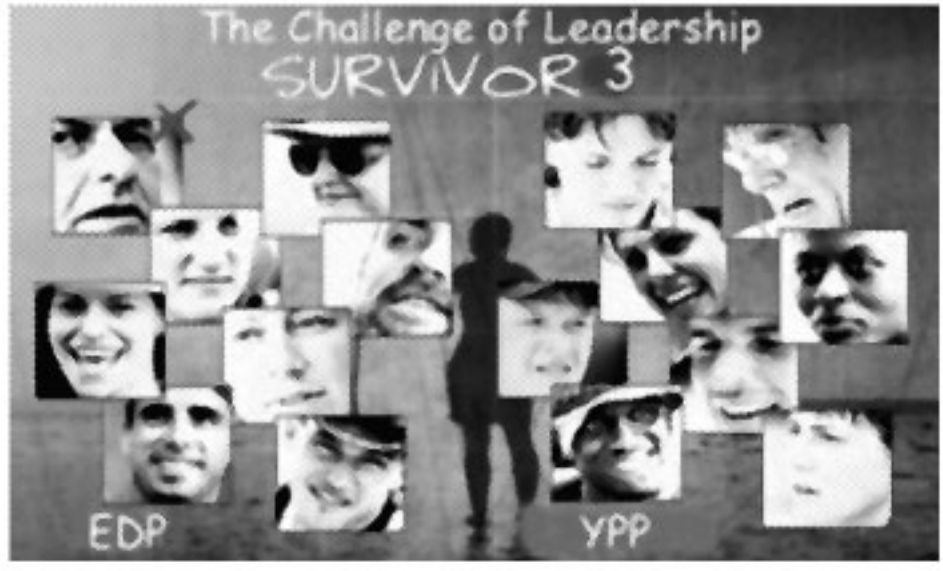
Your World Free of Poverty.

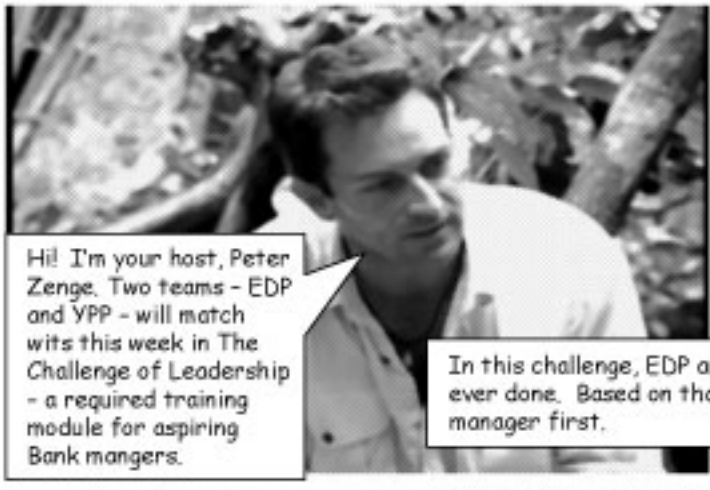
B-SPAN is proud to present

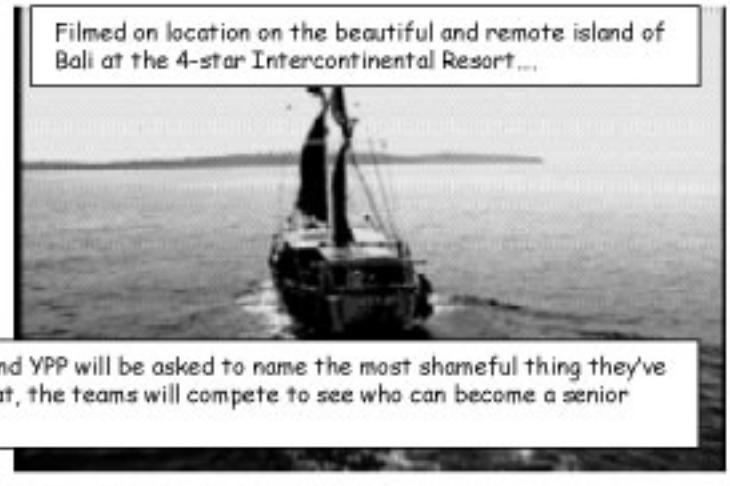
Survivor 3: The Challenge of Leadership

One in a Series of Learning Modules for Managers in the World Bank Group

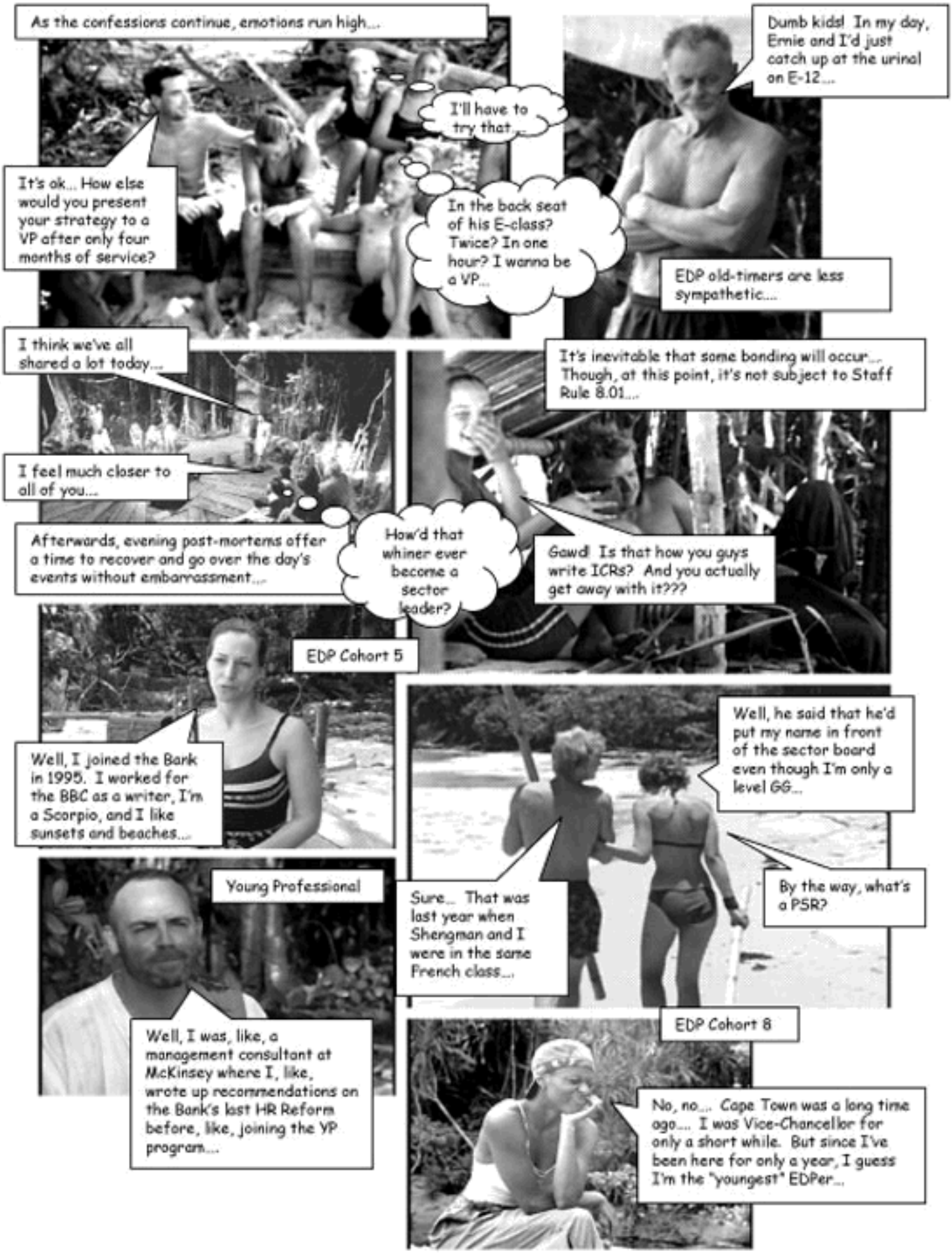
A Co-Production of WBI and Leadership and Organizational Effectiveness

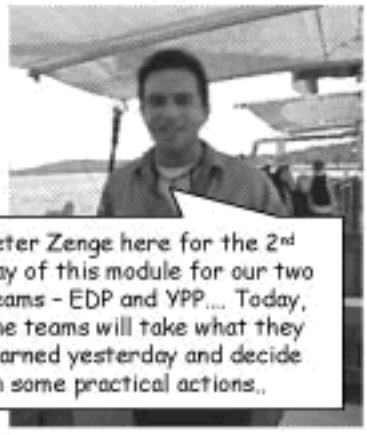






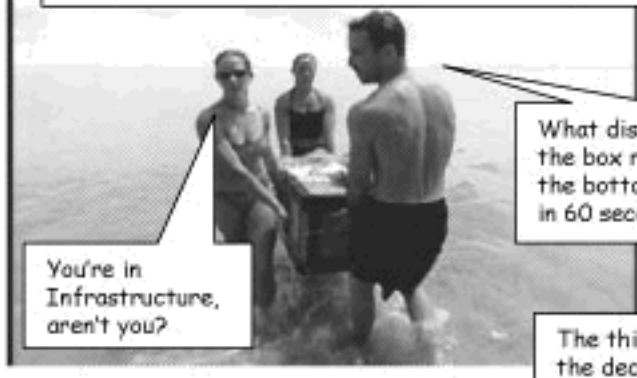
Remember! It's no good to tell the group you stole candy as a kid. This has got to be real-life situation. Failure to come clean keeps you at level 66 forever.


As the confessions continue, emotions run high...
It's ok... How else would you present your strategy to a VP after only four months of service?
I'll have to try that...
In the back seat of his E-class? Twice? In one hour? I wanna be a VP...
Dumb kids! In my day, Ernie and I'd just catch up at the urinal on E-12...
EDP old-timers are less sympathetic...
I think we've all shared a lot today...
I feel much closer to all of you...
Afterwards, evening post-mortems offer a time to recover and go over the day's events without embarrassment...
How'd that whiner ever become a sector leader?
It's inevitable that some bonding will occur... Though, at this point, it's not subject to Staff Rule 8.01...
Gawd! Is that how you guys write ICRs? And you actually get away with it???
EDP Cohort 5
Well, I joined the Bank in 1995. I worked for the BBC as a writer, I'm a Scorpio, and I like sunsets and beaches...
Well, he said that he'd put my name in front of the sector board even though I'm only a level GG...
Sure... That was last year when Shengman and I were in the same French class...
By the way, what's a PSR?
Young Professional
Well, I was, like, a management consultant at McKinsey where I, like, wrote up recommendations on the Bank's last HR Reform before, like, joining the YP program...
EDP Cohort 8
No, no... Cape Town was a long time ago... I was Vice-Chancellor for only a short while. But since I've been here for only a year, I guess I'm the "youngest" EDPer...



Peter Zenge here for the 2nd day of this module for our two teams – EDP and YPP.... Today, the teams will take what they learned yesterday and decide on some practical actions..

For instance, one team prepares a weighted coffin to simulate a way to deal with dominance and sexual harassment in the workplace....



You're in Infrastructure, aren't you?

What displacement does the box require to sink to the bottom of the ocean in 60 seconds or less?

The other team drag burning rafts – representing the emotional cost of defending Africa Region QAGs – to the beach and back out to sea again....

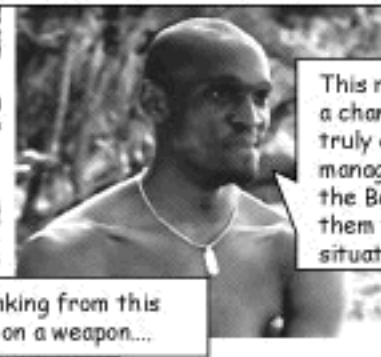
The thing is that Lorne said the decision had been vetted through Sven... Well, we found out that actually....

Does Sven even know these jokers?

As Jean-Louis says, the key is the ability to delegate blame.....

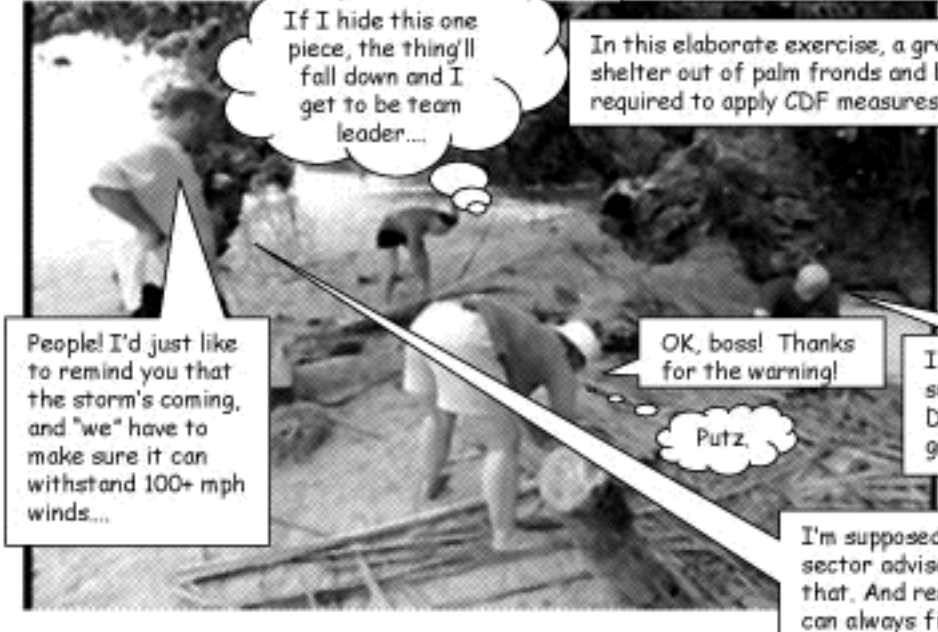
During break-out sessions, team members have a chance to discuss issues off-the-record...

In this exercise, we look at empathy. The crab represents a subordinate who refuses to cooperate during a mission....



This module gives me a chance to identify truly effective managerial tactics in the Bank and apply them to my own situation.

Out-of-Box thinking from this YP as he straps on a weapon....



If I hide this one piece, the thing'll fall down and I get to be team leader....

In this elaborate exercise, a group of YPs create a hurricane-proof shelter out of palm fronds and bamboo – simulating the teamwork required to apply CDF measures to real-world projects in the field....

People! I'd just like to remind you that the storm's coming, and "we" have to make sure it can withstand 100+ mph winds....

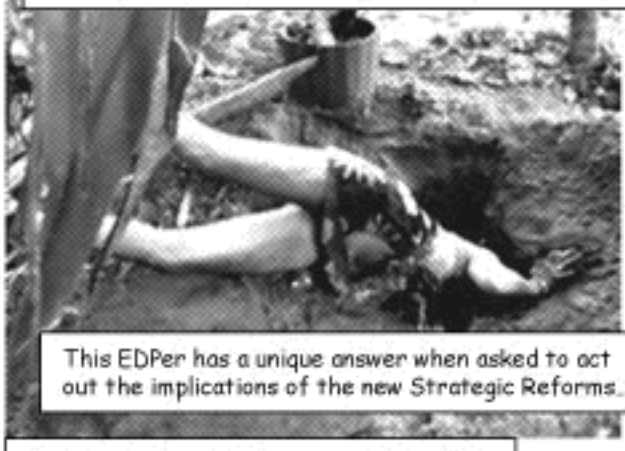
OK, boss! Thanks for the warning!

Putz.

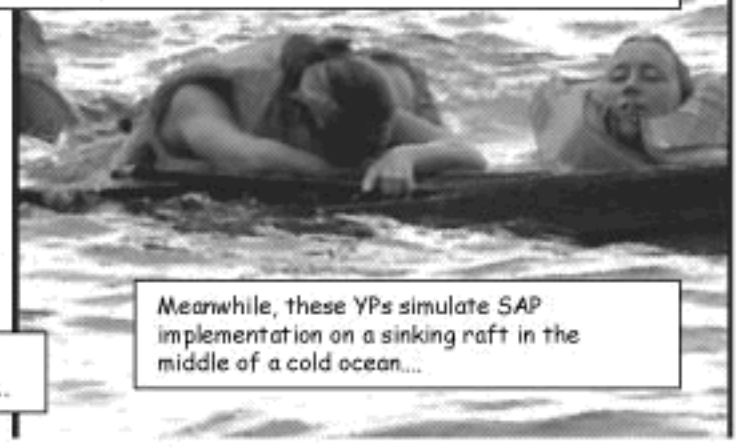
I could sure use a pair of scissors or something! Didn't you say you were going to give us a hand?

I'm supposed to be the sector advisor. I don't do that. And remember: I can always find a consultant to replace you.

The afternoon session is lively as the participants become more comfortable with the format... a series of simulations meant to encourage new ways of dealing with workplace situations...



This EDPer has a unique answer when asked to act out the implications of the new Strategic Reforms...



Meanwhile, these YPs simulate SAP implementation on a sinking raft in the middle of a cold ocean....

Two dead rats serve to symbolize an IAD audit of trust funds usage in your region. The task? Find a use for them!

Ooooo... I really admired the way you ran the simulation.

I'll have to talk to "Jim" next week... Oh! I'll have to skip lunch with him... I'm on mission....

But the effects are noticeable as YPs and EDPers become more confident in their roles...

The only black mark: This gang of YPs mercilessly beats one of their own after she loses a block of Lego in the sand, preventing them from finishing their model of a relocation camp in the Balkans...

It'll serve her right to go to HR...

As long as she follows through on her promise and supports me for the next one....

Finally, after two days of candor, emotion, and physical trial, the participants are asked to secretly nominate their choice for a coveted senior management position in the now-familiar Tribal Council or "LAMP" Process. While most pick themselves, these two selfless teammates - one EDPer, one YP - agree on someone else in their group....

This has been a rewarding - but tough - two days in the most difficult of conditions. But it's been worthwhile!

Next Week! Coaching for Managers.