

# World Bank Group Uses Performance Management Solutions

Member Success Story

World Bank Group partners with PDRI, a CEB Company to define a clear structure, deliver targeted training, and increase the value of performance management across the global organization.

## CLIENT CHALLENGE

### Optimize the Impact of Performance Management on Business and Talent Outcomes

World Bank Group's managers deliver year-end performance reviews for their direct reports. Senior leaders recognized a need to develop managers' skills in performance management in order to make these review conversations as productive and impactful as possible for employees.

## SOLUTION

### Define Performance Management Philosophy and Provide Performance Management Training

World Bank Group partnered with PDRI, a CEB Company to map out the discrete phases of the performance management cycle and train a significant majority of its staff (managers, supervisors, and staff at large) in several critical areas, including setting objectives, writing/documenting performance feedback, delivering positive and motivating performance feedback, and conducting midyear performance conversations.

Training is delivered both in-person and through web applications in order to accommodate World Bank Group's global presence. The delivery methodology is built to be year-round (not just as part of the year-end performance review process), reinforcing the message that performance management is a priority that supports the effectiveness of the business and should be a continuous exercise.

## RESULTS

### Improve Performance Management Structure, Delivery, and Value

The performance management consultation, guidance, and training provided by PDRI, a CEB Company has helped World Bank Group increase the effectiveness and consistency with which performance is managed and measured across the global organization and improve perceptions of the value of performance management among staff.



### WORLD BANK GROUP


- Multilateral Organization
- 22,000 Employees (2013)
- Headquarters: Washington, DC

### Testimonial

*"This is the first time we've done very focused training on a continuous basis on performance management reaching not only managers but staff at all levels across the organization. PDRI, a CEB Company is delivering that, and our staff are very impressed."*

Mavee Park  
Program Manager  
World Bank Group

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