

INTRODUCTION TALKING POINTS

Good morning, my name is xxx and I'm a Pepperdine Student who's been engaged by Mr. Luu to help understand how your team is doing. He understands there are challenges with the changes here, and asked us to help understand the impact on you.

It's nice to meet you...how long have you been working here?

The purpose of our meeting today is to explore your experience working on your LDO team today.

We have a set of questions but welcome any ideas you have. The data we gather is going to be used to help kick-off your upcoming off-site and inform the activities there.

The information we gather today will be shared with Mr Luu, but we will not be collecting names. Responses will not be attributed to specific individuals.

This interview will be 30 minutes.

Do you have any questions before we begin?

QUESTION

1. Mr Luu has shared a little about your group, but can you tell me more about your role, and what it's like working where you are?
2. What is it like working on your LDO team right now? *(Note to interviewer: focus on how the team is organised and how the team is working together)*
 - a. What's working?
 - b. What would you like to see changed?
2. What is your vision for this team?
3. Is there anything that you'd like to talk about that hasn't yet been discussed? If there was one thing you could change here - what would you change?
4. Here's what I heard....of these, which would be of most importance to you?

CLOSING

If there is interest in providing more input, we welcome people to submit further comment via this [Feedback Form](https://goo.gl/zqnrF5) at <https://goo.gl/zqnrF5>

Face-to-Face Interviews: Group One : (Brenda, May)

Time	Location/Room	Staff
9:30am	MC 9-427	Surekha Mohan - with OPCS & DEC
10:00am	MC 9-427	Amy Layla - CMU Op Support, Caribbean
10:30am	MC 9-427	Isabelle Stephant - OPCS & DEC

11:00am MC 9-427 Regina Vasko - LCR Regional Team manager

Face-to-Face Interviews: Group Two : (David, Kathleen)

Time	Location/Room	Staff
9:30am	MC 9-429	Ana Maria Vicuna (Central Am CMU Operational Staff - under LCR umbrella / reports up to Karlene)
10:30am	MC 9-429	Colleen Burke (been there for 3 years +)
11:00am	MC 9-429	Karlene Philips (#2 - LCR regional team)
11:30am	MC 9-429	Jo Ann Galimpin (works on policy only)

Telephone Interviews : Group Three (Daena, Albert)

9:30am	MC 4-326	Fredemir Abel (Dominican Republic), Planning & Reporting
10:00am	MC 4-326	Alicia Perez (Colombia), Internal Controls
10:30am	MC 4-326	Cynthia Masson-Barrero, Planning & Reporting
11:00am	MC 4-326	Ivonne Rivas Cardona (El Salvador), SAP & RM Systems

Client Ask:

1. Mr Luu would like to get a better feel for the team, how they're feeling about how they're organized and how they are working together
 - a. How can they work effectively across different clients, each with their own complexity? How can staff be willing to learn those new skills?
 2. Critical needs: Possible solutions within his control/team's control to change would be priority
 3. Form of final: Presentation with Khang, Powerpoint
- Teams = Cohesive, cross-functional, high performing team
- How can we help him create his own collaboration with the group?
5. What's your understanding of leadership expectations, Do you understand the goals/objectives?
 6. What do you think are the most important things for the team to do?
 7. Who are you working with on your team and on what?

Notes:

Stay focused on factors that are within the team's sphere of influence and control
Already aware of workload issues - but addressing those beyond his control for the near term (longer term there may be additional capacity at country level)
Be specific about the change - or scope of change - we're talking about
DON'Ts: Don't introduce statements that might imply a qualitative judgment of the situation

Where are we going, how are we going to get there, who's going with me, do I care?

Notes:

Prompt with "What else?"

Promotional growth/advancement via access to regional - potential motivating factor in folks joining this team

People open to opportunities

People comfortable where they are, don't want to change or resistant to taking on different duties

People who are his champion

Local team - how do they work? Cross function team - how will that work?

Theme teams - how is that working? Effective? Takeaways, and how to foster?

1. Tell me about your experience working on this team right now - what's working, what would you like to see changed? Instead of...How have these changes affected you? What changes have you experienced?
2. What's WORKING as well as What's Not working - maybe stay on positive as long as possible
 - a. Follow up - oh this thing is working well, tell me more about it

Who else do you think we should talk to who could offer additional insight?