

Bretton Woods Phone Script

BEFORE YOU PHONE

1. Practice saying this script at least three times and make it your own.
2. Print it or pull it up on your computer and have it on hand when you call. But don't read from it.
3. Have a notepad beside you to write down contact names, emails and anything important
4. Pick whether or not you are going to identify yourself as a Citizens' Climate Lobby or Citizens' Climate International volunteer. Never use the acronym CCI or CCL. Always say the full name. Avoid acronyms, and jargon in general.
5. Review our "Bretton Woods Leave Behind" and make sure you're comfortable with the key points. If you intend to lobby, be sure to read our [March 2023 Laser Talk: The Bridgetown Initiative](#).
6. Determine what your follow-up will be?
 - an official response to your letter (or this could be the first step to a possible second step)
 - a meeting with your division at the World Bank. If you choose this we most likely need us to train you some more. Lobbying the World Bank or any multilateral institution is more like diplomacy instead of lobbying. Most World Bank Executive Directors might be too busy to meet with citizens. We have institutional wisdom to help you get that meeting and make sure it is the beginning of a great relationship if this is your goal. Please advise us if this is your intention.

PHONE SCRIPT OVERVIEW

- get the right person at your division on the World Bank in Washington DC on the phone with you
- write down the name of everyone you speak with
- also use their name when speaking to them
- tell them will you will follow-up your conversation with an email with all details
- then go through script: who CCI is, we share the same dream and our 4 requests of the World Bank
- get the email of that person
- email that person and make sure they receive it
- also figure out your follow up
- Make sure you carbon copy (cc) on the email projects@citizensclimateintl.org

THE SCRIPT

Identify who you are and where you are calling in from.

Who am I speaking with? Write that name down.

Pleasure to meet you and say their name.

I would like to speak to someone who takes inquires from citizens from <your country> at the World Bank

It may or may not be the same person

If it is a different person:

- again identify who you are
- where you are calling in from
- get the name of the person you are talking to, write it down and use that name in throughout your conversation

Inform the person:

There will be a follow-up email to our conversation. Thus, please don't worry too much about taking copious notes. But I will like to have your email at the end of this call.

Who are Citizens' Climate Lobby and Citizens' Climate International

Thank you for taking this call

I am a citizen volunteer with <Citizens' Climate ??? pick one>.

Our organization has been meeting with World Bank officials since 2011.

Citizens' Climate Lobby is a founding member of the World Bank convened Carbon Pricing Leadership Coalition and our Executive Director at Citizens' Climate International, Joseph Robertson, sits as an advisor to Carbon Pricing Leadership Coalition.

<pause because they may want to say something and you want to emphasize the next point>

Citizens' Climate ??? <pick one> shares the same dream as the World Bank: a world free of poverty

We have been following with great interest the reforms at the World Bank currently.

Over the next few weeks a team of us from almost two dozen countries will be contacting our divisions at the World Bank.

As citizens of <<your country>> and therefore stakeholders of the World Bank, we have four requests that we would kindly like to make with regards to the World Bank reforms.

When I send you the follow-up email there will be an attachment with a two-page document that we carefully crafted together over the past month. So here are our four requests

As taxpayers and therefore stakeholders in the World Bank, we request the World Bank:

- Support the Bridgetown Initiative of the Right Honourable Prime Minister of Barbados Mia Mottley. It is gaining support and beginning to work.*
- Ground all reforms in human rights and gender equality.*
- Give citizens the opportunity to give meaningful input into the reforms. This must go beyond the World Bank Civil Society meetings.*
- Investigate how money can be dispensed directly to households in need and then develop an implementation plan to do so.*

There are more details in the two-page document I will send.

At this time do you have any questions?

I need to email our request to you. Can I have your email?

Please look for an email from me shortly. Please email me back when you receive it.

If you would like to meet with us or to communicate in any other way, we would be delighted. Our email will contain our contact information.

The attachment to the email will contain the contact information who to contact at Citizens' Climate International Headquarters if you would like to meet with them. A team of three people from CCI from Canada, Africa and the USA will be attending the World Bank Civil Society Meeting in April and you can meet with them in person if you wish.

POSSIBLY BUT NOT EVERYONE WILL DO THIS PART

Our volunteers from <YOUR COUNTRY> would be honoured to meet with our Executive Director or their top advisors, whoever is available, to discuss this further over Zoom if we can. <Not all groups will want to do that. You may just want to redirect

their Division at the World Bank to the CCI HQ> . If you get a meeting with your World Bank Executive Director, please tell us. We are here to help you. .