

[theme music playing]

Opening credits: Two cartoon women in office are arguing. Conversation bubble appears over woman with long brown hair in black shirt and gray skirt saying, "You never listen to me!" Superhero Joe in blue and green outfit and superhero Jeanne in green and blue outfit fly across a cityscape. Back to office. Other woman with black hair in a black pantsuit says, "I don't care what you have to say!" Superhero Joe and Jeanne characters fly over buildings and run into office where women are arguing. Superhero Joe says, "We can solve this problem. Follow us." Superhero Joe and Jeanne run left off screen. Ask Joe logo pops up next to the women. Woman raise their hands and yell, "Ask Joe!" Narrator says, "And Jeanne!"

Fades to black

Lauren: Can I just sit down for a second?

Janelle: Uh...sure.

Lauren: Let me just show you. Ok, so you see this green button at the top? You'll want to click that. Then it's gonna open this screen here. From there you'll want to enter the account holder's name. Now, sometimes it takes a minute or so to load so you'll have to just be patient.

Janelle: ...and then Lauren asks me to let her sit down and she just starts doing everything for me and explaining it really fast. I don't remember half of what she did. I can't learn anything that way...I have to actually do it myself.

Morgan: Did you tell her you don't learn that way? Maybe she thinks it'll be faster if she just shows you.

Janelle: What's the point of it being faster if I'm not comprehending it? She'll just have to come back and waste her time explaining it again. She makes me feel stupid when she does that.

Morgan: I think it's important that you tell her how you feel about this.

Janelle: I'm afraid if I say I'm not understanding what she's telling me and I need to do it myself, she'll just get frustrated and say forget it. I'm never gonna move up in this company if I don't learn anything new.

Morgan: I get that, but if you don't say anything at all it's just as bad.

Janelle: I don't know. I'll just try to learn her way, I guess. She seems really set in how she wants things done and I don't want her to think I'm not capable.

Morgan: I don't think that's the best thing to do here.

Janelle: Well what do YOU suggest, then?

Morgan: How about we get another opinion on this? Why don't we...ASK JOE!

[Theme music playing in background]

A yellow background with dots. Ask Joe logo explodes onto the background in between a male cartoon character with black hair and glasses wearing a blue superhero outfit with green gloves and a female character with black hair and glasses wearing a green and blue superhero costume and green gloves. Scene moves off screen to the top to reveal a pixelated comic book page of

Jeanne smiling wearing a brown sweater and floral scarf. Two bookcases with various items on them against a blue wall and a tree in the background

Scene zooms out quickly to reveal a wider shot and the top right corner of the screen folds down like a page turning to reveal live action Jeanne.

Jeanne: Frustration, confusion, fear and disappointment, all elements of a great learning environment huh? I don't think so! Janelle has said she learns best by doing rather than watching and Lauren's obvious frustration is not helping the situation, but unfortunately, Janelle has shared this information with Morgan, her co-worker, not Lauren her supervisor.

Jeanne: As adults we hate to make mistakes and always want to be seen in the best light so learning a new task can be stressful. If Janelle is not catching on, she needs to talk to Lauren about what type of learning environment works best for her and reassure Lauren that her performance will increase if she is taught in a way she learns best.

Jeanne: Everyone is responsible for their circumstances at work. If we don't communicate our needs in a respectful and positive way, others are left guessing or making assumptions, and this can lead to confusion, frustration and fractured teams.

Jeanne: Janelle wants to move up in the company and be viewed as a capable member of the team, the best thing Lauren can do for her is to be encouraging and supportive. It's important for a manager to be encouraging by being respectful and instilling confidence that the employee will succeed. Sighing and taking over does neither of these things. Lauren can set the groundwork for success by teaching the task using Janelle's preferred learning style and giving her enough time to learn, practice and become proficient.

Jeanne: Encouragement helps to build a strong sense of self-esteem which can increase productivity, engagement and speed up the learning process. It also builds trust which is critical in any working relationship.

Jeanne: Lauren also needs to be supportive and resist the temptation to just take over. Janelle eventually needs to be responsible for completing this task, and doing it on her own will build knowledge, confidence and ownership. Questions like, "What kind of support can I offer you?" or "What do you need to learn this task and be confident in completing it independently?" will show Janelle that Lauren believes in her ability and is willing to help in any way she can.

Jeanne: The job of a manager is to spark action in others, so it's important to encourage and support employees as they build independence. Employees who feel supported are confident, adapt to change easier, feel empowered and produce quality work. Isn't that what we all want??

Jeanne: If you have a leadership concern, please email me at askjoe@mycuserVICES.com. I'd love to help.

Yellow screen with dots slides over Joe. Black text appears on screen.

Female voice: Have a leadership concern and need a second opinion? Ask Joe and Jeanne! Send your questions to askjoe@mycuserVICES.com.

[theme music playing]

Fades to Vizo Financial logo on gray background between a male cartoon character with black hair and glasses wearing a blue superhero outfit with green gloves and a female character with black hair and glasses wearing a green and blue superhero costume and green gloves. Vizo Financial logo fades out and disclaimer text appears on screen.

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Scene fades to black.