Opening credits:

[action music playing]

Two animated women arguing in an office room with a desk behind them and window overlooking the city. Scene drops down and a male and female superhero dressed in blue and green outfits fly up. Male superhero has speech bubble appear that says, 'Someone needs our help!' Superheroes fly off into the city. Women arguing in the office. Male and female superheroes fly across the window behind the women. Male and female superheroes drop down from top of screen and land on top of a building. City buildings in the background. Office room with two women continuing to argue. Elevator doors to the right opens up and the male and female superheroes run out and throw their arms above their heads. Speech bubble appears above male superhero that says, 'We can help! Come with us!' Superheroes run off the screen to the right.

Two female voices: Ask Joe!
Female voice: And Jeanne!

Screen fades to black.

Hailey: You think Quinn will go for it?
Josie: I think it’s worth a shot. I like the idea!
Hailey: Great! I’ll let you know what she says.
Hailey: I just think it would be a new and innovative way of reaching more clients. What do you think?
Quinn: Well, it definitely is different. Do you think there is a problem with how we do things now?
Hailey: I just think we’ve done things the same for a long time and we could use a fresh take. Shake things up a bit!
Quinn: I’m not convinced we need to ‘shake things up’ around here, Hailey. I think our process works very well and I don’t see the need to change anything right now. Maybe down the road we could revisit this, but not now.
Hailey: I can’t stand it, Josie! This place is so old-fashioned! Nothing ever changes and Quinn is so set in doing things the same way all the time! We’ll never get the upper hand if we don’t attempt to keep up with all the new things happening out there.
Josie: I know, I feel the same way. It’s not like you asked her to revamp everything, just try something new for once.
Hailey: I feel like I’m suffocating in this place. I have so many great ideas and no one ever wants to hear them. Just keep on doing the same thing day in a day out.
Josie: I think I know someone who could help. Why don’t we....ASK JOE!

[Theme music playing in background]
Jeanne: “If it ain’t broke don’t fix it!” That’s what we hear don’t we? While this might apply to some situations, it’s not always the case and it certainly does not seem to be working for Hailey. It sounds like she has lots of new ideas and she is not feeling heard.

Jeanne: From Quinn’s perspective, why make changes when things seem to be working just fine? It is understandable that she might be hesitant to try something new when there are no issues with the current process, but this might also be a short-sighted decision. Employees want to feel they are contributing to their workplace and that their work and ideas matter, this is especially important when decisions directly affect their jobs.

Jeanne: The way an employee’s ideas are heard and acted upon greatly impacts whether they feel valued or not. It also correlates with high feelings of respect and being treated fairly by the organization. According to the Gallup organization, a research and management consulting company, only 30% of employees strongly agree their opinions at work count. This is not good news because if employees don’t feel heard or that they are making a significant contribution, the effects show up in their day to day work, company profitability and member service.

Jeanne: Every organization needs new ideas. Great ideas keep creativity flowing, are the basis for new products, processes and services and can be just want a company needs to move ahead of the competition. When managers are open to hearing AND implementing new ideas, employees feel energized and their commitment to the work and the organization soars.

Jeanne: Not all ideas can or will be implemented but just the process of hearing and working through an idea can provide multiple dividends in building trust, confidence and care between managers and employees and, when an idea can’t be implemented, a straightforward explanation of why, serves to build communication and credibility.

Jeanne: It sounds like Hailey is not the only one who isn’t feeling heard in the department. Quinn could most likely make a big impact with her team if she is more open and begins to take a chance with some of their ideas and proactively solicits new ideas.

Jeanne: Your employees are most likely closest to the member or those that serve the member, so many of their ideas probably come from what they are experiencing on the front lines, their past experience or direct member requests. The chances that their idea or some part of it can have a positive impact on the company are pretty high and even if the idea doesn’t make sense right now, just knowing that their ideas are being heard and their opinion matters will make them feel like an important part of the organization and that’s a win in itself!
Jeanne: If you have a leadership question, 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 V and a red heart and the words, “CUs” in green on gray background. The logo fades into the Vizo Financial logo on gray background. A male cartoon character with black hair and glasses wearing a blue and green superhero outfit and a female character with black hair and glasses wearing a green and blue superhero costume run onto screen and put their fists in the air. Both superheroes fly off screen as the Vizo Financial logo fades out and disclaimer text appears on screen.

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Fade to black.