

Opening credits:

[action music playing]

Two animated women wearing surgical face masks 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 and wearing surgical face masks 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! Remotely that is!' Superheroes run off the screen to the right. The two women point to an Ask Joe logo that appears.

Two female voices: Ask Joe!

Female voice: And Jeanne!

Screen fades to black.

Tori: So, how's the new job?

Lauren: It's going good. A little strange not going into an office, but overall, it's ok.

Tori: How are your coworkers? Do you like them?

Lauren (sadly): I don't know...I don't really talk to them.

Tori: What do you mean you don't talk to them? Don't you have meetings and stuff with them?

Lauren: Yeah, but that's all business. I mean I don't really talk to them outside of that. No one reaches out to me and I feel weird randomly asking to talk.

Tori: I can't believe your boss wouldn't help you get to know everyone. It must be lonely.

Lauren: It is, but I guess that's just how remote work is.

Tori: It doesn't have to be. You know who I think could help you with this? Why don't you...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 comic book on a wooden table. Camera zooms in quickly to the comic book cover and the screen folds down like a page turning to reveal live action Joe.

Joe: Research by Gallup reveals that close to one third of all employees leave a job within the first 90 days. With more and more of us in the credit union industry moving to some type of remote work arrangement, it is critical that we effectively onboard new employees. Poor Lauren. The negligence of her manager, if left uncorrected, will likely lead to her becoming a statistic.

Joe: After all, a feeling of isolation with no connection to colleagues beyond the work of the moment leaves quite a void. Starting a new job is an exciting time but it can also be a time of apprehension wondering how one will fit in with new co-workers and contribute effectively to the credit union.

Joe: The most important thing a manager can do is to keep the employee's excitement high and reduce the apprehension. Here are three things to consider when helping a new employee acclimate to the credit union.

Joe: First, share an in-depth history of the credit union and the movement. We work in a great industry. We need to tout it. Also, be sure to detail your credit union's culture so the employee knows what to expect.

Joe: The sooner an employee knows how everyone works together and what the acceptable behaviors are the early she can assimilate.

Joe: Second, proactively schedule one on one time within the team and across the credit union. Make sure the new employee gets to know people on the team and other co-workers at the credit union. None of us works independently. We rely on one another to get work done. The stronger those relationships, the smoother the workflow.

Joe: A sense of belonging is a universal human need theorized by psychologist Abraham Maslow in the 1940s. By building those relationships, we bond employees to each other and the credit union.

Joe: Finally, specifically detail the expectations for the employee to be successful. Clearly note the expectations of the role. Make sure the employee knows where to most effectively exert her time and talent to achieve success. The worst thing that can happen to a new employee is "majoring in the minors" – spending large amounts of time on less significant work.

Joe: What starts right ends right. By initially focusing on history, culture, relationships and expectations you can set the new employee up for tenured and successful employment. 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 V and a red heart and the words, "CUs" in green 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. Superheros fly up and off the screen. The logo fades into the Vizo Financial logo. Vizo Financial logo fades out and disclaimer text appears on screen.

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Scene fades to black.