

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. The two women point to an Ask Joe logo that appears.

Two female voices: Ask Joe!

Female voice: And Jeanne!

Screen fades to black.

[sad music]

Keyboard typing sounds. A man sitting at a desk in a white room with a clock behind him.

Charlotte: Hey, Doug. Working hard or hardly working over there?

Doug: (jumps a little bit) Oh, sorry. I'm just putting these leads into the CRM. Not gonna lie, it's not my favorite thing to do.

Charlotte: I can see that. I know it's not the most exciting thing in the world.

Doug: Definitely not. And, unfortunately, it's what I spend most of my days doing.

Charlotte: Well, I know it doesn't seem like it, but it's important that we have all that valuable information you input every day. We'd be lost without you and your work!

Doug: (scoffs) Yeah, sure. It's just so draining. There's got to be other things for me to do. I'm good at more than just data entry, you know.

Charlotte: Maybe there's a way we can incorporate more things you like and excel at into your work duties.

Doug: (sighs) That sounds great, but how?

Charlotte: I have an idea...let's Ask Joe!

[Theme music playing in background]

A blue comic book style background. Ask Joe logo is in the background between a male cartoon character with black hair and glasses wearing a blue superhero outfit with green gloves and a female character with blonde 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 Jeanne.

Jeanne: Charlotte seems to have noticed this situation just in the nick of time! Doug certainly seems discouraged and not very productive right now! Charlotte did a nice job of trying to encourage him but when people don't feel valued or are disinterested in the work they are given, no amount of encouragement is going to help.

Jeanne: All of us have certain tasks we find mundane or don't really like doing but typically these tasks bother us less if they are offset by meaningful work. The Gallup organization's research shows that employees who get to spend anywhere from 75% to 80% of their time doing meaningful work that plays to their strengths are engaged and productive employees. Think about it, if you got to spend 75% of your time doing tasks you enjoyed and were good at, the time you had to spend doing other tasks would not seem so bad.

Jeanne: Unfortunately, I've seen this happen before. Many times when a supervisor finds someone who is really good at a task that is important to the team or the workings of the department, they are afraid to lose them to other duties or jobs because who will then continue this work? So the reward of good work is being stuck in the same position and given more of the same work that is not motivating. Not so great huh?

Jeanne: Charlotte does seem open to figuring out how they might be able to incorporate more of the tasks that come naturally to Doug and that he enjoys, and this might be a great opportunity to examine the work of others on the team to see where additional changes might be helpful.

Jeanne: Here are some questions that might start a meaningful conversation for Charlotte and Doug: What are some of your current job activities that you do well, and you really enjoy doing? What activities have you done well and completed with little explanation? What does a good day at work look like for you? What makes it a good day? What tasks drain you? What do you know you can do well but haven't done yet?

Jeanne: These questions and this type of conversation give Doug an opportunity to share his opinions with Charlotte about the things that he enjoys doing and the things he would like to begin working on. It can also be a big win for Charlotte because it shows she cares about Doug as a person, wants to hear his opinions, and is committed to his development; all key drivers of employee engagement.

Jeanne: A team building session where Charlotte asks some of these same questions to the entire team might also be a great idea. It would allow each person to share the things they do well and perhaps get some validation from the full team about how they see these strengths in action. And when people share which tasks they enjoy and which ones drain them, this might be a lightbulb moment where people take the opportunity to swap tasks based on their likes and strengths. How awesome would that be, a chance for each member of the team to do more of what they are good at and enjoy and a chance

for Charlotte to allow her employees to excel and provide increased value to the organization. A win-win for sure!

Jeanne: If you have a leadership question, email us at askjoe@vfccu.org, we'd love to help!

Red screen with dots slides over Jeanne. White text appears on screen.

Female voice: Have a leadership concern and don't know where to turn? Ask Joe and Jeanne! Send your questions to askjoe@mycuservices.com.

[theme music playing]

White screen with blue, red and green paint splashing together to form Vizo Financial logo. Logo fades to a green Vizo Financial logo 'V', a red heart and the words, "CUs" in green on a light gray background. Dark gray words appear underneath that read, 'A Vizo Financial Production'

Logo fades out and disclaimer text appears on screen.

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Fade to black.