

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.

[ambient music playing]

Cartoon Renee walks into Carly's office.

Renee: Hi Carly! Welcome back! We're happy to have you back from leave...finally.

Carly: Well, thank you!

Renee: How are you feeling?

Carly: Oh, pretty good – can't complain!

Renee: Well, that's good to hear! So, how are you feeling being back?

Carly: Eh, you know...it's a bit of a learning curve getting back into the swing of things after a couple months.

Renee: I'm sure, but take your time.

Carly: I was going through all my emails and it looks like Lauren did a great job filling in for me!

Renee: She did awesome! She really stepped up. We're lucky to have her – and you, of course!

Carly: Yeah, I guess so. I just need to find my footing again. I'm so out of the loop. I guess I'm a little unsure of where my place is with so many changes since I've been out.

Renee: Hey, don't worry about it. You are definitely wanted and needed here – we'll fill you in on everything and get you back on track.

Carly: [kind of down] You're right. I'll get there.

Renee: Well, like I said, welcome back.

Let me know if you have any questions about projects or some of these changes we've got going on, or just to chat.

Carly: Will do. Have a good one!

Scene dissolves to Renee in her office. She begins typing an email on her computer.

Cartoon computer screen shows the email as it's being typed:

Renee: Dear Joe and Jeanne, I have an employee who just returned from a few months of medical leave, and I think she's feeling kind of disconnected and insecure. What can I do reassure her that she is an important part of the team and help rebuild her confidence? Sincerely, Renee.

[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 in an office reading the text on his cell phone. He turns to the camera and smiles.

Joe: If we replay the conversation between Carly and her manager Renee, Renee did a good job of trying to put Carly at ease and showing Carly how appreciated she is. Renee said things like, "Welcome back! We're happy to have you back." And "You are definitely wanted and needed here." This is a great start...

Joe: Along with reassurance, it sounded like Carly also wanted clear direction on her role and expectations. We hear Carly say, "I guess I'm a little unsure of where my place is with so many changes since I've been out." Renee offers a comforting, "Hey, don't worry about it."

Joe: When we consider our role as managers there are two broad components we work in with our employees. One is the relationship side. That means things like offering support, listening, and asking for input. The other side is the task side. Here we set expectations, demonstrate, and offer guidance. Many times, as leaders can feel like we are micromanaging when we work on the task side. However, the reality is that clear expectations are a basic need every employee has.

Joe: When employees know what is expected they are more at ease because they have a clear direction to work toward. If Renee combines her support with clear expectations, she will provide solid ground for Carly to regain her footing. 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]

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.