

*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]*

**Kai:** You've got to be kidding me!

**Rowan:** What is it, Kai?

**Kai:** Did you see that email about Devon getting promoted?

**Rowan:** What?! He's barely qualified! How could Regina do this? She knows you've wanted to move into that position. Plus, you're way more qualified for it!

**Kai:** This is so wrong! I always felt like Devon got special treatment from Regina and now I know for a fact he's her favorite. What can I even do about this, Rowan? I can't go to Regina, obviously.

**Rowan:** No, I guess you can't. Hmm...there *is* someone who might be able to help you. Why don't you...

*[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 Joe.*

Joe: Kai needs to discuss how she feels with Regina. Otherwise, Regina has no way of knowing how upset Kai is about Devon's promotion. Unfortunately, this situation should never had occurred.

Joe: If Regina was having regular discussions with Kai she would have been able to outline a path to promotion and development actions Kai needed to take. Conversely, if Kai was not ready for a

promotion, an honest conversation coupled with appropriate next steps would have been more effective.

Joe: In many credit unions, communication can be cited as a major reason for confusion and disengagement. One way managers can mitigate any lack of communication is through a meeting cadence that includes weekly team meetings and monthly 1:1s.

Joe: For the purposes of Regina's case, let's look at the monthly 1:1s. A useful structure when meeting with an individual includes discussing what the employee has on her agenda, performance, development, and motivation. Each month, having a different question or two on each of these elements to begin the discussion is helpful. As an example:

Joe: You want to start with whatever the employee has on her mind. Here you can simply ask, is there anything on your agenda that we should discuss?

Joe: For performance you might ask – How are you progressing toward your goals? What can I do to support you?

Joe: When it comes to development you might ask – What would you like to learn in the next three months? How can we make time for you to get that opportunity?

Joe: And for motivation you can ask – What parts of your job do you find most energizing? How can I help you do more of those things?

Joe: By having consistent, meaningful discussions with our team members, both individually and collectively, we can avoid misunderstandings and best prepare everyone for the future. If you have a leadership concern, please email me at [askjoe@mycuserVICES.com](mailto:askjoe@mycuserVICES.com). I'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](mailto: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.*