

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]

Two employees sit at their desks discussing a project.

Juniper: Kris, I've got this amazing idea for the project! It's fresh, innovative, and I'm sure Mike will love it!

Kris: Great! I've got one too. Let's go pitch them to him.

They walk into their boss's office. Their boss, Mike, is looking over paperwork.

Juniper: Mike, we've got some really great ideas for the upcoming project.

Kris: Yeah, Juniper and I did some research, and we think these ideas could really elevate this project.

Mike: *(Motioning to the paperwork)* Sorry, I'm a little busy at the moment. Just send me an email with the details, ok?

Juniper and Kris glance at each other and then nod. Cut to Juniper and Kris attending a meeting with Mike and other coworkers on another day.

Mike: Okay, team, we need more ideas for this project. Think outside the box.

Juniper and Kris exchange frustrated glances. Cut to Juniper and Kris at their desks.

Juniper: I can't believe he ignored our ideas earlier, and now he's asking for more!

Kris: It's like he doesn't value our opinions. We did the research, put in the effort, and now this? I don't know about you, but I really don't have any enthusiasm for this project now.

Juniper: Yeah, and we can't talk to him about it since he made it abundantly clear that he doesn't want to hear what we have to say anyway. I wish there was someone who we could talk to about this...

Kris: Oh! Ya know what, Juniper? I think there is! Why don't we....

Female voices: 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. The 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: Employees want to feel valued. They want to know they are making an impact with the work they do and that they're contributing to the overall success of the organization. Mike seems to be totally disregarding Kris and Juniper's suggestions and not even hearing them!

Jeanne: Mike is fortunate to have two employees who are proactively thinking of ideas that will make the project better. I doubt he has any idea of the negative impact his behavior is having on his team and the organization. Effective managers understand that knowledge, insight, and ideas from employees, especially those who interact directly with members, is the fuel that drives successful organizations.

Jeanne: Sometimes the ideas a manager receives won't be the best or can't be implemented for one reason or another but just the act of *listening and giving feedback* allows people to feel heard and valued. When an employee feels valued, it increases their ownership of the work they do which in turn can lead to improved performance!

Jeanne: Here are a few things Mike can try to reinforce to his team that he is listening to them and values their input,

- Create an open environment where employees feel comfortable and like asking questions and making suggestions is the norm.
- When an idea can't be acted on, provide the why, thank the employee for their commitment to improvement and encourage them to keep thinking of new ideas and innovations.
- Keep employees regularly involved in what is going on in the organization. Communicate any new decisions, share any info you might have on the future direction of the organization and ask for input or ideas and then share that info with the appropriate decision makers.

Jeanne: Mike can also use regular 1-on-1 sessions to gain more insights from his team. Here are a few questions that he could start with

1. What ideas do you have that could improve our team or organization's effectiveness?
2. How can we improve our service to our members?
3. Do you feel comfortable sharing your ideas and opinions?
4. What can I do to help you feel more comfortable sharing your ideas and opinions?

Jeanne: If Mike begins to make time to listen to his team and encourage their ideas, I think he will find that innovation, process improvement and stellar service will become the norm and what can be better than that!

Jeanne: Have a leadership question? Email us at Askjoe@mycuserVICES.com, we'd love to help!

Red screen with dots slides over Joe. 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.