

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 piano music]

Susan: Hi Carrie, how are you?

Carrie: I'm doing well. How about you? How is everything going?

Susan: Not as good as I'd like.

Carrie: Oh really? Why is that?

Susan: I'm just struggling to keep my team engaged since we're still working remotely.

Carrie: I know what you mean. It was so much easier in the office. I miss having team lunches and being able to walk right over to their cubicles...you know, just have a quick chat about how things are going.

Susan: Exactly. It seemed so effortless in the office. I try to have several meetings and even set aside social time, but I still don't feel it's enough. I just don't know what to do anymore. It's tough because no one was prepared for this. I'm not sure where to turn...this is a new thing for everyone.

Carrie: Perhaps we DO have someone we can turn to. Why don't we...*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 Jeanne.

Jeanne: This past year has really been a challenge! There have been changes in our family lives, the way our kids are educated, the way we shop for the things we need and certainly the way we work! With all of this change going on and teams being separated, it has been hard to keep employees engaged and one thing is for sure, remote work in some form or another is certainly here to stay for a while.

Jeanne: So what can Susan do to continue to keep her team engaged?

Jeanne: First, communication, communication, communication! As the pandemic has continued to drag on, the high levels of communication that employees reported in early April of 2020 have begun to wane. Its important to stay the course and continue to keep the flow of communication going. Talk to your team and see what is working for them and if the tools they need to do their job have changed.

Jeanne: Ask them what is working and appreciated in terms of communication and what changes or new ideas they might have going forward. Just asking your team for their thoughts and opinions increases engagement.

Jeanne: Next, continue to show your team you care about them. Employee wellbeing is always important but when employees are not in the office each day it becomes more of a challenge to know how they are doing. As we get ready for summer and society begins to open up a bit, encourage your team to get outside and enjoy the weather.

Jeanne: Provide as much flexibility as you can, soccer games, dance recitals and time with the family are things that are precious and reenergize us. Proactively let your team know you want to know what they need to feel cared for and that their wellbeing is important to you.

Jeanne: Finally, continue to trust your employees. This pandemic disproved many of the myths we believed about our team and how they would handle being out of the office and unsupervised. If we had trust during the worst of times, shouldn't we build on that trust as times get better?

Jeanne: Engagement is built when communication is strong, when teams feel cared for and when trust is high. By focusing on these elements, leaders can keep workers engaged no matter what comes! If you have a leadership concern, please email us at askjoe@mycuservices.com. We'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. Superheroes 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.