

*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]*

**Violet:** James, I need to vent for a minute.

**James:** Ok? What's going on?

**Violet:** It's Henry. The guy does the absolute bare minimum when you ask him for help. And as far as I can see, he's not even that busy. Everyone else helps out and even does a little more, but not Henry. I can't take it anymore!

**James:** Does your boss know? I can't imagine Vicky wouldn't say something to him.

**Violet:** I've hinted at it, but she didn't get it. He does his work on time and never misses a deadline, so what is she going to do? *\*sighs\** He comes here to collect a paycheck and that's it. Has zero ambition.

**James:** Well, this might sound obvious, but have you talked to Henry at all? Maybe he has more work than you think he does.

**Violet:** *\*scoffs\** I doubt that. But you know me, I hate confrontation. I'm definitely NOT talking to him.

**James:** Hmmm. Oh! I know someone you could talk to about this. Why don't you...

Female voices: 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 Joe.*

**Joe:** There's a big difference between what we know and what we think we know. Does Violet really know Henry's situation? All of us can make assumptions, and those assumptions become the basis for the stories we tell ourselves. Many times, those assumptions and subsequent stories aren't accurate. Given that Henry's manager didn't react to Violet's comments, that might be the case here.

**Joe:** It's easy to criticize a co-worker. That takes no effort, it isn't productive, and it also causes a lot of damage within the team. We never know what a colleague is up against or what they're dealing with.

**Joe:** The other factor at play here is the difference in work styles. Violet might work at a quick pace and be able to sustain that for long periods of time. She might also get great joy from checking things off her list. Henry, on the other hand, may be more methodical in his approach. He may work in a more deliberate fashion. He may get his joy from making sure he completes all the needed research and there is a level of thoroughness in his finished product. Because Henry approaches work differently doesn't mean his way is less valuable or that he doesn't have ambition.

**Joe:** A key thought is to always lead with positive intent – assume the best in and from people. That means appreciating and valuing the differences our colleagues bring. After all, it's not how smart you are, it's how you're smart.

**Joe:** If you have a leadership concern, please email me at [askjoe@mycuservices.com](mailto: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](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.*

*Disclaimer says: "The content expressed in this video is the copyright of Vizo Financial Corporate Credit Union and is provided as general information. If you wish to apply the information, concepts or ideas contained in this video, you are taking full responsibility for your actions. Neither Vizo Financial Corporate Credit Union, the Writers, nor the Actors shall in any event be liable to any party for any direct,*

*indirect, implied, punitive, special, incidental or consequential damages arising directly or indirectly from any use of this material, which is provided as is, and without warranties. Each credit union manages its operations and balance sheet differently. Viewers should never take any information perceived from this or any other video(s) at face value and should always do their own due diligence and, where applicable, seek the advice of a competent legal, tax, accounting or other professional before taking action.”*

*Fade to black.*