

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]

Steven: (looking confused) Oh, hey, Jenna. Where are you going?

Jenna: My son's basketball game, remember? I emailed you about it last week.

Steven: I'm not sure I remember. But we have that mandatory department meeting at 2:30, you can't miss it.

Jenna: I can show you the email if you'd like. I already talked to Dana and she's going to take notes at the meeting for me, so it's all covered.

Steven: Jenna, I'm sorry, but you can't miss this meeting.

Jenna: What about my son's game? I've already missed two because of work. I even gave you a week's notice.

Steven: Sorry, Jenna. That's just the way it works sometimes.

Steven: See you at 2:30!

Jenna walks to the break room.

Dana: Hey! I thought you had a basketball game to get to.

Jenna: I did...that's where I'm supposed to be right now.

Dana: What happened?

Jenna: I ran into Steven on the way out and he said I couldn't leave, that I have to attend the department meeting today. I'm so furious right now, I can barely think.

Dana: I thought he approved the time.

Jenna: He did. I can't believe him. Trey is going to be so disappointed when I'm not there again.

Dana: That's not right. You need to talk to someone about this.

Dana thinks for a minute.

Dana: Oh, I know! You should...

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. 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: On the surface, this appears to be management malpractice by Steven as Jenna gave him ample notice about her son's game. As managers, a significant part of our job is to create an environment which facilitates our employees' success.

Joe: Here Steven is creating a lose-lose situation for Jenna. As unfair as this is, if she leaves for the game and misses the meeting it sounds like she'll have to deal with the consequences. If she stays at the office, she'll miss another one of her son's games and feel terrible about it. At the very least, Steven should not have been so cavalier about mandating Jenna's attendance but instead met with her to discuss his decision in greater detail.

Joe: I'd suggest Jenna go back and talk to Steven. She has done everything right in this situation, including getting previous approval from Steven and having a colleague take meeting notes for her. Explaining to Steven how important to her it is to attend the game as well as how fleeting these moments of childhood are may have him rethink his decision.

Joe: It also may help if Jenna seeks to understand what pressure Steven is under to renege on his promise. Perhaps she will learn something that will reduce her anger as well as find a discussion point to help her change his mind.

Joe: As managers, it is critical to position our team members for success. That success includes their overall wellbeing. Infuriating Jenna does nothing in the long run to increase her sense of commitment to the credit union. Good managers treat their employees as they do valued members. A more appropriate approach for Steven may have been to ask himself, If Jenna was our most important member, how would I handle her request? My guess is his decision would have been different.

Joe: If you have a leadership concern, please email me at askjoe@mycuserVICES.com. I'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.