

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]

A team is gathered for a meeting to discuss the progress of their current project.

Mason: We're reaching a critical phase, team. Let's intensify our efforts. We can't afford any delays!

Ruby: Um, Mason, unfortunately, we've run into some challenges.

Ivy: *(nervously)* The initial feedback from the focus group wasn't as positive as we expected.

Mason: Don't worry about minor setbacks, Ivy. We'll overcome them. Full steam ahead!

Ivy and Ruby glance nervously at each other and leave the room. Cut to a scene of them sitting outside in an employee area eating lunch.

Ivy: Mason just doesn't get it. We can't keep pouring resources into a sinking ship, Ruby!

Ruby: We need to find a way to make him see reality.

Ivy: *(scoffs)* Please, he'll never give this up. He couldn't see the forest through the trees at this point.

Ruby: Who can we talk to that can help us make him understand? He needs to realize that continuing down this path will only harm us in the long run.

Ivy *(thinking)*: Hmm...I do think I know someone who could help us figure it out. 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 Joe.

Joe: To recap this case, Ruby and Ivy feel strongly that Mason isn't open to hearing any information that will deviate from the project moving forward and they also believe that the project should be stopped based on the focus group responses. Unfortunately, it appears that Mason hasn't created an environment where Ruby and Ivy are comfortable raising the issue in a project team setting.

Joe: That said, Ruby and Ivy want and need to do what they think is best for the credit union and that means addressing this with Mason. While he was not open to a discussion in the meeting, perhaps he will be more receptive meeting with just the two of them. As Ivy and Ruby prepare for this meeting, here is an approach they can employ which will make the conversation most productive. Underpinning this approach is the mindset Ivy and Ruby must go into the meeting with. Their mindset should combine consideration and courage. Consideration means we want to hear Mason's reasoning as well as his needs for moving ahead with this project and courage means we want to share our concerns and do what is best for the credit union and our members.

Joe: At the outset of the meeting, they need to set the stage for a fruitful meeting which might sound something like this: "Mason, we have some concerns about this project based on the

focus group responses and we wouldn't be doing our jobs if we didn't bring this to your attention. First though, we'd like to understand your reasons for wanting to move forward and then we'd like to share our thoughts. From there, let's solve this together." Next, listen with the intent to understand Mason's position.

Joe: After listening to what Mason has to say and ensuring clarity, Ivy and Ruby should explain their position. That might sound something like this – "Mason, thanks for your explanation. Here is our position based on the focus group data, we are concerned that the project, in its current form, won't succeed because of these various factors..."

Joe: After discussing and clarifying Ivy and Ruby's position, the final step is to seek a win-win solution, if possible. The interesting thing about being open to others' ideas and sharing yours is you never know where it will take you. Perhaps as Ivy, Mason and Ruby discuss the situation they can develop a creative solution that neither of them has thought of alone.

Joe: Going through with this will require bravery on the part of Ivy and Ruby, but knowing they are acting in the best interest of the credit union is a compelling reason to be brave.

If you have a leadership problem, please contact 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.

