

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]

Aubrey: I'm honored to take this position and I wish Lois all the best in her retirement. In the coming weeks, I'll be holding one on one meetings to get to know all of you. Have a great day everyone!

Scene cuts to Aubrey in her office. Zoey walks in and sits down.

Aubrey: Hi Zoey. How are you today?

Zoey: I'm good. I just wanted to let you know that I'm really glad you are putting some changes in place. We really need it.

Aubrey: Oh? Well, you'd be the first to say that. I've been getting a lot of push back. It's been hard to convince the team that improvement doesn't mean they aren't good employees.

Zoey: I guess they are just used to the way Lois had us do things. They don't really see a need to fix anything.

Aubrey: I just don't know how to get them to realize there's room for improvement.

Zoey: You know who I think could help you? Why don't you

[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: Aubrey is right, looking for ways to improve does not mean the people doing the work are doing something wrong or are bad employees. As a matter of fact, one of the attributes of an effective team *is* their willingness to always look for ways to improve and sew excellence into all they do. In today's work environment adaptability, innovation, and constant improvement are essential to stay competitive and meet the changing needs of our members.

Jeanne: The following questions might be useful for Aubrey as she meets with each of her new team members:

1. What is your biggest success or proudest moment on the team?

This question provides insight into what is currently working, shows that Aubrey is focused on the success of the team and provides a platform for asking where additional successes like this might be found.

2. What strengths do you bring to the team or what are the parts of your job that you love and that energize you?

Giving people the opportunity to do more of what they do best is a GREAT step in reinforcing your belief in the team and will most likely produce early and impressive wins!

3. If you had one wish that would increase the strength and success of our team, what would it be?

This question gives people a chance to share their thoughts and ideas and maybe some of the improvements Aubrey is thinking of others will bring to the table.

Jeanne: These questions are built on what is already successful or working and how do we build upon it rather than questions which assume something is broken and must be fixed.

Jeanne: The results of these conversations can be a great beginning for solidifying the relationships between Aubrey and her team AND can serve as brainstorming material for potential improvements during the next staff meeting!

Jeanne: Organizations tend to grow in the direction of what they focus on. By focusing on the positive and looking to build on it, Aubrey and her team are sure to see much success!!

Jeanne: Do you have a leadership question? 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]

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.