

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]

Scene takes place in a printer room.

Tasha: (holding papers) Hey, Taylor, I noticed your report came in late again. Everything okay?

Taylor: (looking up from her phone) Oh no, was it due today? I thought we had until tomorrow.

Tasha: Yeah, it was today. It's not a huge deal, but it's throwing off the timeline for the team.

Taylor: (sighing) Sorry, Tasha. I've just had so much on my plate this week. I completely lost track.

Tasha: I get it, things have been hectic. Let's figure out how we can make this easier moving forward.

Scene takes place at Mark's desk.

Tasha: (leaning against the wall) Mark, I feel like I'm struggling to address things with Taylor in a way that actually helps.

Mark: (folding his arms) What do you mean?

Tasha: Like today—her report was late again. I brought it up, but I don't think the conversation went anywhere.

Mark: Yeah, those kinds of talks can be tricky. If you're too firm, it feels harsh, but if you're too soft, nothing changes.

Tasha: Exactly! I want to help her stay on track, but I don't want to micromanage either.

Mark: (shaking his head) That's a tough balance to find.

Tasha: I know. I feel stuck.

Mark: You know what? Maybe you should... *Ask Joe!*

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: Missing deadlines is never good, especially when the employee doesn't know or can't remember the due date.

Joe: One thing Tasha could have done a week or so in advance of the due date was check in with Taylor to learn how the report was progressing and if the deadline was in jeopardy. By taking this preemptive action, Tasha may have been able to help Taylor better prioritize her work to ensure the deadline would be met.

Joe: Not having taken that action, Tasha now needs to discuss the missed deadline with Taylor, but offering corrective coaching doesn't have to be harsh. The key to a successful conversation is the amount of care and goodwill you have established in the relationship as well as the mindset with which you approach the discussion...

Joe: Joe: There are three ways Tasha can have this discussion without it seeming harsh or punitive.

First, Tasha's mindset should be one of support not frustration by approaching the meeting to understand the situation from Taylor's perspective.

Joe: Second, Tasha should ask questions not make declarations. By asking questions, Tasha can start a two-way conversation to uncover the causes of the missed deadline.

Joe: Third, Tasha should focus on the future not on what has happened which can't be changed.

Joe: When we put this all together, the start of the meeting might sound like this:

Joe: “Hey Taylor, we need to make sure we don’t miss the deadline for that report going forward as it causes problems for other people on the team. Let’s talk about what got in your way this time so we can prevent those obstacles next time. Let’s also talk about how I can best support you on this going forward. Sound good to you? What would you say are the one or two biggest reasons the report was late?”

Joe: Most people beat themselves up for making a mistake, especially if that mistake negatively impacts co-workers with whom they have strong relationships. So, there’s no need to pile on which will only serve to damage the person’s self-esteem and adversely impact your relationship in the long run. By approaching the person in a compassionate, clear, and future oriented manner, you can solve the problem while maintaining the person’s engagement.

Joe: If you have a leadership question, don’t hesitate to 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.