

[theme music playing]

Opening credits: Two cartoon women in office are arguing. Conversation bubble appears over woman with long brown hair in black shirt and gray skirt saying, "You never listen to me!" Superhero Joe in blue and green outfit and superhero Jeanne in green and blue outfit fly across a cityscape. Back to office. Other woman with black hair in a black pantsuit says, "I don't care what you have to say!" Superhero Joe and Jeanne characters fly over buildings and run into office where women are arguing. Superhero Joe says, "We can solve this problem. Follow us." Superhero Joe and Jeanne run left off screen. Ask Joe logo pops up next to the women. Woman raise their hands and yell, "Ask Joe!" Narrator says, "And Jeanne!"

Fades to black

[Somber music playing]

Grey cubicle wall in background. Brown hair, blue-eyed woman wearing a blue and black shirt is typing on a gray laptop.

[phone ringing]

Grace: Hello?

Evelyn: Grace, I have a call holding for you.

Grace: Ok. Who is it?

Evelyn: It's a Bob Brighton.

Grace: Where's Bob from?

Evelyn: Um...I'm not sure.

Grace: Oh, ok. Put him through.

Screen fades to a large office with teal walls and brown floor. Bookshelf and clock in the background. A blonde-haired woman with a red shirt and black pants is sitting at a beige colored desk reading a paper. Grace walks in from the doorway.

Grace: I'm having an issue with one of your employees.

Emily: Which one?

Grace: Evelyn. Whenever she sends a call over to my department she only gives me the name of the person calling. She doesn't where they're from or why they are calling, she just forwards them to me and I have no idea what is going on, so I feel a little off guard. It's just not proper procedure.

Emily: I know, Grace. You aren't the first person to tell me this. However, she is one of my most reliable employees. She never misses work, is always early and the clients have nothing but nice things to say about her.

Grace: So, you are just going to continue to allow her to do this? How is that fair to other departments?

Emily: I will say something to her, but I don't want to rock the boat. You know it's tough keeping employees in this department. I'm already understaffed as it is.

Grace: Well you have to do something, Emily. You can't sacrifice the productivity of other departments just because you are afraid she might quit.

Emily: I don't know what else to do. What would you do if you were in my position?

Grace: I'm not sure, but I know someone who would. Why don't we...

[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 pixelated comic book page of Joe looking off to the left wearing a light purple plaid shirt. Two bookcases with various items on them against a blue wall and a tree in the background

Scene zooms out quickly to reveal a wider shot and the top right corner of the screen folds down like a page turning to reveal live action Joe.

Joe: I don't think Emily could be more off-base in her thinking. Showing up for work on time every day is not a reason to keep an employee who is not performing well. Emily needs to address this with Evelyn and coach her to a higher-level of performance.

Joe: If Evelyn doesn't have the aptitude for the position, perhaps there is a better fit for her somewhere else in the company. If Evelyn doesn't have the desire to improve in her role, then she should work in a company that would be a better fit.

Joe: Emily needs to be a coach, especially in a team where there are significant turnover so employees feel confident and competent to handle member of questions accurately and efficiently.

Joe: Her job isn't to shield poor performers, it's about turning them into A players. Emily should want her entire team to have a strong image based on self-achievement. Another thing Emily and every manager should do, it's be an active recruiter. Most managers rely on human resources, or outside vendors to do their recruiting. This is a mistake.

Joe: Those functions can supplement the manager, but the managers should lead the process. Managers should have a talent pipeline full qualified candidates who would fit the chemistry of the team and the culture of the organization. Attend industry meetings, conferences, chamber meetings and other events with a goal of finding potential employees. Keep in touch with people you used to work with who are good people and excellent performers.

Joe: Networking to find employees is a job that few leaders find time to do, but those who make the time rarely find themselves in Emily's position. If you have a leadership concern, please email me at 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.

[theme music playing]

Fades to Vizo Financial logo on gray background 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. Vizo Financial logo fades out and disclaimer text appears on screen.

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Scene fades to black.