

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]

Anna: Tom, I can't believe you forgot to send that email to the client. Now they're angry with us!

Tom: I didn't forget to send the email, Anna. I remember sending it. Maybe it got lost in the client's inbox.

Anna: That's not true. You're always making mistakes like this. I can't work with someone who is so careless.

Tom: What are you talking about? You're the one who always leaves important tasks for the last minute. And then you blame others when things go wrong.

Anna: That's not true! You're just trying to deflect the blame from yourself. I have never made a mistake like this.

Tom: Oh, really? What about the time you forgot to schedule that meeting and then blamed me for not reminding you?

Anna: That's not the same thing!

A coworker walks by and stops.

Coworker: Whoa. You two ok?

Anna: Tom is just being careless... *again*.

Tom: Yeah well, Anna always blames everyone else when things go wrong, even if it's her fault.

Coworker: Ok. Time out. I think I know someone who can sort this out for you two. Why don't you...

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 Jeanne.

Jeanne: This conversation is like a tennis match where blame is the tennis ball! Anna and Tom are really making an impact, too bad it's not a good one! Instead of supporting each other and working as a team, they're spending time tearing each other down and now that another co-worker has heard them arguing, their negativity is spreading and further damaging their reputations.

Jeanne: Its evident by the fact they are bringing up old situations, that resentment has been building up between Tom and Anna and this means trust has been breaking down. Rather than focusing on the jobs they have to do and working together to produce the best product possible, they are spending their time arguing and keeping track of each other's mistakes.

Jeanne: Here are a few suggestions that might get Tom and Anna working together again as one unified team.

Jeanne: Assume the good. When people on a team assume good intentions of their co-workers the atmosphere changes from one of blame and mistrust to one of support and encouragement. We all make mistakes or forget things, we are human! But when I know that my team has my back, is confident in my abilities, and wants me to succeed, I approach my work with a totally different mindset and most likely mistakes will decrease.

Jeanne: Create a process and prioritize. Both Tom and Anna seem to have missed important deadlines or let things fall through the cracks. Perhaps they can brainstorm to create a process which prioritizes the tasks that need to be completed and who will take responsibility for each one. This also allows them to support each other and pickup where the other left off. At the end of the day, they can each be reassured that nothing was missed, the customers have been taken care of and what's the priority for the next day.

Jeanne: Work on their reputation. Tom and Anna have let down their customer and now their co-worker has seen them arguing, this does not inspire confidence in their ability to do a good job. No one comes to work wanting to do a poor job and part of their frustration seems to come from the fact that these mistakes are making each of them look bad. Doubling down on getting along, providing top notch service to both their customers and co-workers, and ensuring their work is done completely and in a quality way, will surely make a positive impact and go a long way to restoring their good reputation.

Jeanne: Recognize a job well done. Tom and Anna spent a lot of time pointing out what each other was doing wrong, what if they spent that same energy looking for opportunities to compliment each other on a job well done? Now I don't mean "filler" compliments or just saying "good job" and not really meaning it, but when one of them is aware of the other doing a great job, they should say something and share how that work has made a difference to the team. When commitment to doing a good job is noticed by others, we feel great, and it makes us want to repeat those behaviors!

Jeanne: Now Tom and Anna might not be ready to have this conversation on their own. They might need a neutral party to walk them through this process but their willingness to work together to fix the situation and their commitment to supporting each other in doing a good job as well as staying away from the blame game should help them get back on track, begin to re-build trust and set them on a path towards success!

Jeanne: Do you have a leadership question? Email us at askjoe@mycuserVICES.com we'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.

