

Opening credits:

[action music playing]

Two animated women wearing surgical face masks 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 and wearing surgical face masks 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! Remotely that is!' 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.

Leanne: Thank you for meeting with me, Logan. As you know, we've had to make the difficult decision to lay off some of our staff. With that said, I am going to be shifting you over to Beth's department.

Logan: Me? Why?

Leanne: Well you've been here the longest and you know all the processes and the staff can rely on you. We just don't have the work in this department to keep you over here when you have the skill set needed elsewhere.

Logan: I'm glad you think so highly of me, but I don't really know much about how they do things over there...

Leanne: You'll be fine. Beth will be in touch soon to get you situated.

Logan: Ok. Thanks Leanne.

Logan: So, Leanne told me I'm being moved to Beth's department.

Mia: What? Why?

Logan: I guess since I have the most experience? I don't know how I'm going to transition over there remotely, Mia. Leanne pretty much removed herself from the situation and Beth hasn't been really informative, either. I feel like I've been left to figure this out on my own.

Mia: Could you talk to someone in the department and get an idea of how things run over there?

Logan: I hate to bother anyone. That's not their job to hold my hand because my boss isn't helping me out.

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

Two female voices: Ask Joe!

[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 Joe.

Joe: Wow, tough situation for Logan. Being told that you're getting transferred and then left wondering. This is a setback that can have a lasting negative impact on Logan's attitude and performance.

Joe: Leann saw this discussion as a mere transaction and not what it really was – a significant change in Logan's work life. Leann missed an opportunity to reassure Logan and instill confidence in him. After all, the reason he is being transferred is because of the knowledge and skill he brings to the credit union.

Joe: Perhaps Leann had no choice on the transfer, felt awkward and wanted to end the conversation as quickly as possible. As a manager though, Leanne needs to be more aware of the emotional effect this move has on Logan.

Joe: Apparently, Beth is also treating this transfer as a transaction and missing an opportunity to welcome Logan to the team and make him feel valued.

Joe: That said, Logan's next step appears straightforward – call Beth and discuss the new role with her. At a minimum, Logan would want to ask Beth:

Joe: What are the key job duties? What do you expect of me in this role? What does success in the role look like? How would you describe your management style?

Joe: Along with welcoming Logan to the team, this is part of the initial discussion Beth should have had with him.

Joe: The disinterested approach which Leann and Beth are taking sounds like it is creating a sense of helplessness among members of their teams, as Logan is unsure of what to do. Most employees want a manager who will offer assistance and be an advocate for them when needed.

Joe: Every manager has the power to create commitment within the team or destroy it. By being aware of people's needs chances are great that each employee will choose commitment.

Joe: 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 V and a red heart and the words, "CUs" in green 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. Superheros fly up and off the screen. The logo fades into the Vizo Financial logo. Vizo Financial logo fades out and disclaimer text appears on screen.

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Scene fades to black.