

*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.*

**Sadie:** Since this was your idea, would you like to put together the presentation?

**Amanda:** Sure, I'm pretty light on work at the moment. When do you need it?

**Sadie:** By the end of the week if possible. I'll be speaking with the board on Monday.

**Amanda:** I'll get to work on it.

**Sadie:** Great! Thanks, Amanda.

**Amanda:** Did you hear that, Lindsey? Sadie's been taking all the credit for my work! I told her my idea and she had me make a presentation for her and then passed it off as her own!

**Lindsey:** Seriously?? That's not ok. Are you going to say anything to her?

**Amanda:** Is it even worth it? What if she gets angry with me?

**Lindsey:** It's clearly upsetting you. I don't think you should just sit on this one.

**Amanda :** I can't believe this. I'm so angry!

**Lindsey:** Hmm...maybe there's someone who could help you figure this out..I know! 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 Jeanne.*

**Jeanne:** It is easy to see why Amanda is upset, she originated the idea and worked hard to bring it to life. Hearing someone else get credit for the work would be upsetting to any of us.

**Jeanne:** Her first action was to call her co-worker and share her frustration. This might have felt good in the moment but I'm not sure it was the best decision.

**Jeanne:** Sharing this immediate frustration with Lindsey without having the full picture may have served to poison the water and damage the relationship between Lindsey and Sadie. It also feeds the bad and common habit of talking about someone rather than to someone.

**Jeanne:** It sounds like Sadie had faith in Amanda from the beginning since she gave her the opportunity to create the presentation knowing it was Amanda's idea. It might take courage and could be an uncomfortable conversation for Amanda but the best way to deal with her feelings is to talk this over directly with Sadie.

**Jeanne:** By talking directly with Sadie, Amanda has a chance to express her feelings and find out the exact reasoning for Sadie's response. If recognition and feedback about the good work is part of their regular conversations, then maybe the natural choice would have been to give the benefit of the doubt or assume the good in the situation and she may not have felt compelled to call Lindsey and complain but rather would have had the confidence in her relationship with Sadie and known she could talk to her about her concern.

**Jeanne:** Regular recognition helps employees see that their company values them and their contributions to the success of the team and the company overall. It's also just as important to understand how each of your team members likes to receive recognition.

**Jeanne:** Questions like "When you achieve your goals or reach certain milestones, who do you want to know about it?", "How do you like to be recognized?", "When you do outstanding work, what is the best way for me to recognize you?" help you understand the recognition and motivation needs of each employee and the best way to recognize them in a way that is meaningful and memorable.

**Jeanne:** If Amanda talks to Sadie about her feelings Sadie can clear up any misunderstandings, reinforce Amanda's value to the team and get a better understanding of the type of recognition that is important to Sadie. Valuing and recognizing good work, two ways to ensure a happy, productive and successful employee!

**Jeanne:** Do you have a leadership challenge? Email us at [askJoe@mycuserVICES.com](mailto: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](mailto: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.*