

[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]

An office with green walls and gray carpet. Two windows in the background. Young woman with long black hair dressed in black and red suit, sits at a desk looking sad. A male coworker with blonde hair dressed in a blue shirt and yellow tie with gray pants walks into the scene.

Aubrey: Connor, do you have a lot of projects right now?

Connor: Not really, why?

Aubrey: Do you think you could take one of mine? Ethan assigned me a ton of projects and I don't think I can complete them all in time.

Connor: Yeah sure. I really don't have much at all right now.

Aubrey: I don't know why he keeps giving me so many projects. Maybe he forgets how much he is giving me.

Connor: That worries me.

Aubrey: Why?

Connor: I'm afraid he doesn't think I can do a good job, so he gives them to you.

Aubrey: That's not true. I think he would've said something to you if you weren't doing good work.

Connor: Aubrey, it's been months since he's told me he thought I was doing a good job.

Aubrey: Well, he's not really the type of guy to go around praising everyone all the time, either.

Connor: I don't know. I just don't have a good feeling about it.

Aubrey: Well how are you going to know what he's thinking if you never ask him?

Connor: I'm just afraid of what he might say.

Aubrey: I think you need some help here. You should...

[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 Jeanne wearing a green 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 Jeanne.

Jeanne: People need feedback! In the absence of regular communication people are left to wonder how they are doing or worse, make assumptions (good or bad) about their progress. In the case of Conner, the lack of feedback from Ethan and limited project assignments, has caused him to feel unsure about his performance and make assumptions that may be totally off base.

Jeanne: There may be a variety of reasons Ethan has been giving Aubrey the bulk of the current assignments; they may play to her strengths, he may not be fully aware of the workload balance or he might be making room on Connor's plate for an upcoming assignment. But since he has not been communicating his thought process with either Aubrey or Connor, they are both left wondering what is going on.

Jeanne: In order to create an environment of clarity and confidence Ethan and his team would benefit from regularly scheduled team meetings where everyone can provide updates on current projects, where successes and challenges can be discussed and where opportunities to help or encourage each other can be shared. At our office some teams participate in a quick 10-minute "stand up" meeting held twice a week, and this makes all the difference in understanding priorities and keeping things moving forward.

Jeanne: The relationship Ethan has with each of his team members would also grow and benefit from regular one on one meetings. One of the key roles Ethan has as a manager is coaching and developing his staff. A once a month one-hour meeting where employees can share what's going on with their workload, as well as get feedback about their performance will help to strengthen the relationship between Ethan and each person on his team as well as remove any questioning about performance and workload assignments.

Jeanne: This type of regular communication also builds trust so when a question arises or when people are unsure about why certain things are happening, it will be second nature to go directly to Ethan right away for clarification rather than making assumptions.

Jeanne: Communication, it's what keeps a well-oiled machine running! If you have additional leadership questions just email us at 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.

[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.