



EMOTIONAL BANK ACCOUNT

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The 7 Habits of Highly Effective People

New Year, New Me
2019 EMSAI Divisional Symposium

EMOTIONAL BANK ACCOUNT

1. What exactly is it?
2. How do I make more deposits and less withdrawals?
3. Emotional bank account in action...



WHAT EXACTLY IS IT?

“Your relationships with others are your finest, most credible expression of who you are and what you have to offer.
Nothing Else Compares...”

Keith Ferrazzi (Author of Never Eat Alone)



HOW DO I MAKE MORE DEPOSITS?

Deposits (the other AIG)

- Be attentive (apologize)
- Be intentional
- Be generous

Withdrawals

- Break promises
- Be unforgiving
- Be disloyal/unkind

**Seek first to understand
and then
to be understood.**

Stephen Covey

»inspower

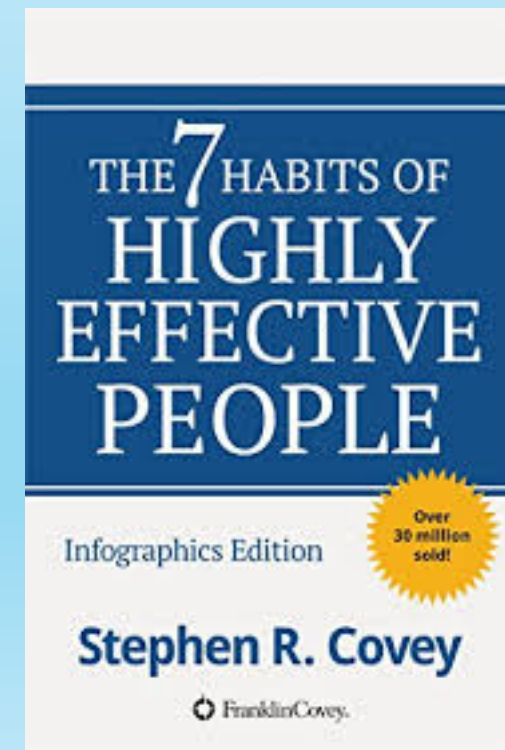
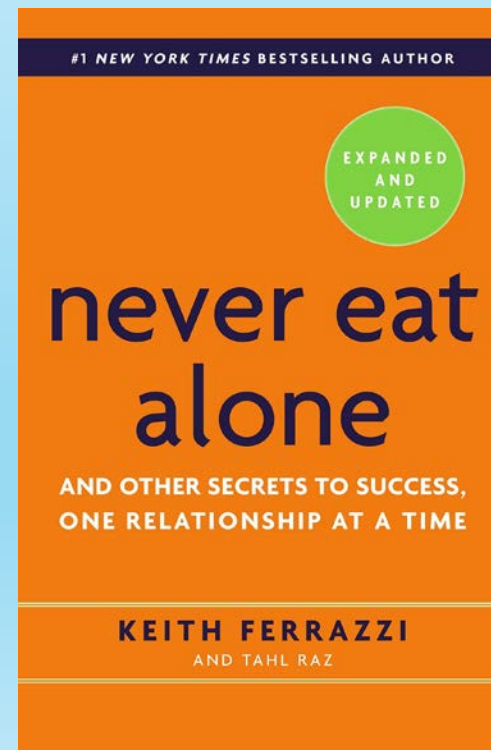
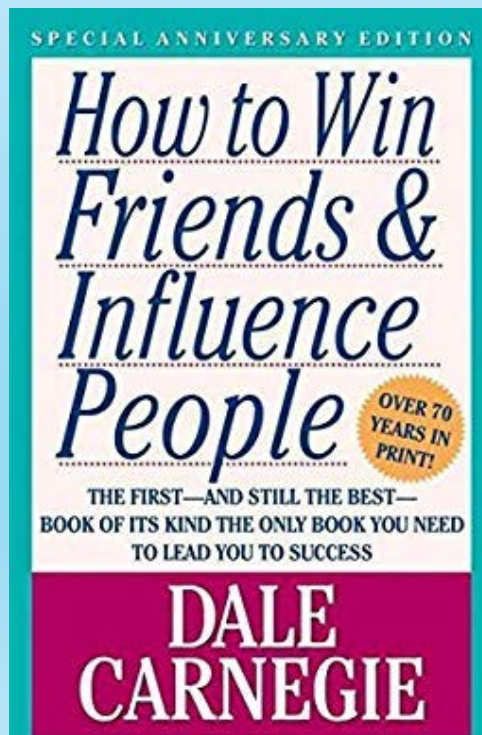
EMOTIONAL BANK ACCOUNT IN ACTION

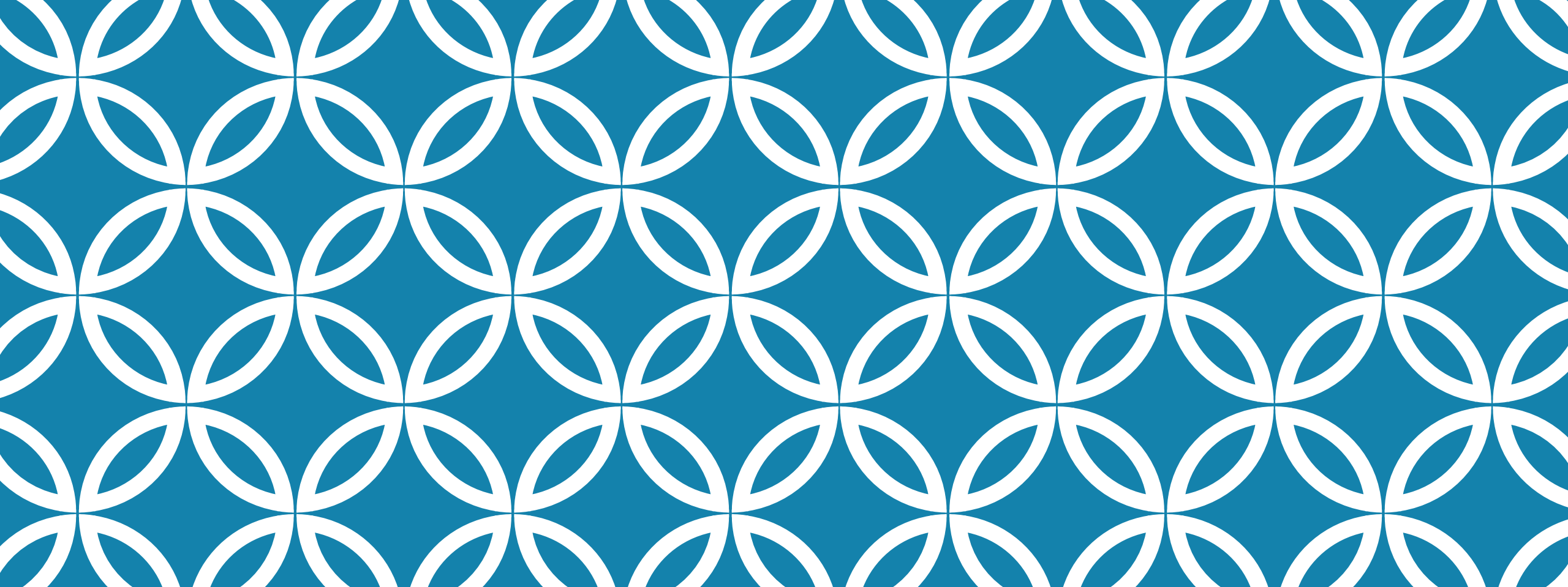
- One past relationship to repair (rebuild)
- One current relationship to strengthen
- One potential relationship to establish



RECOMMENDED BOOKS

- How to Win Friends and Influence People (Dale Carnegie)
- Never Eat Alone (Keith Ferrazzi)
- The 7 Habits of Highly Effective People (Stephen R. Covey)





THANK YOU
GRACIAS
MERCI

Please send a picture of
“Emotional Bank Account in Action” to
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