EMOTIONAL BANK ACCOUNT

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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
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 Betty.Duverger@baruch.cuny.edu