



Investing Into The

Emotional Bank Account

Length: 1hr

Delivery modes: Onsite & Virtual Presentation; Pre-recorded tutorials.

Details: Simply defined, investments made into an 'Emotional Bank Account' is about building solid long-term relationships based on trust and psychological safety. In the workplace, these are relations with colleagues, managers, and other members of staff. As with a normal bank account, deposits and withdrawals are made - which either strengthen or weaken a relationship.

The many interactions one has with colleagues or clients either build or demolish a relationship. From being respectful, acknowledging a job well-done, or remembering your manager's birthday... to ignoring an email, failing to listen properly, or talking over a client. These gestures are seen as either depositing into the emotional bank account (positive interactions), or withdrawing from the account (negative interactions). The strength and endurance of relationships are mirrored by the accumulation of little gestures over time.

This presentation explores the concept of an emotional bank account - a concept developed by Educator Stephen Covey, sharing the main deposits one can make for improved professional relations. Topics include:

- What is the Emotional Bank Account
- Identifying Typical Withdrawals & Deposits In A Workplace Setting
- Turning Away vs. Turning Towards
- Behavior Analysis - Self Awareness Exercises
- Making major deposits in the workplace

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