

Emotional Bank Deposites

The key to long-lasting, effective relationships is trust. Whether we're conscious of it or not, everything we do and say in relationships counts!

1. Deposit acts of empathy: Understanding the Individual

Empathy means seeing the world through your colleagues perspective. There are some great ways to express empathy; actively listening, being interested in your colleagues' life, understanding rather than judging, evaluating or criticizing, respecting differences and showing physical signs of understanding like smiling, nodding and verbal acknowledgement.

2. Deposit acts of genuine kindness: Attending to Little Things

The more you show the person you work with that you care, the better they will feel. Be kind and giving as much as you can! Try simple things like giving a card, remembering important days, increasing your colleague's self-esteem, giving a caring comment when your colleague is sad, etc.

3. Deposit acts of trust: Keeping Commitments

Actions that reinforce the trust in your relationship will strengthen your colleague's confidence in your integrity. Be Honest. Be Accountable. Even little things like showing up on time, keeping promises and following through on the little things you commit to will make a significant impact.

4. Deposit acts of loyalty: Showing Personal Integrity

Loyalty means that you whole-heartedly support the person in your team. Being in a strong relationship means having each other's backs regardless of circumstance. Remain faithful. Say good things about your colleague, even if they aren't there to hear it. Stand by your team when others walk away and be willing to sacrifice what you want for your team.

5. Deposit acts of forgiveness and apology:

Apologizing Sincerely When you Make a Withdrawal

Get into the habit of thinking positively. We all make mistakes, and often, our character is not judged on the mistakes we make but on how we learn and change from them. Offer sincere apologies when you mess up, accept your partner's apologies when offered sincerely.

6. Deposit acts of high-quality communication: Clarifying Expectations

We hear all the time that communication is important, but it's a powerful truth. Communication is important! Be willing to talk openly, LISTEN, use direct language, (instead of innuendos or sarcasm), don't assume you know what your colleague is thinking and be willing to express yourself.