



Mentoring Message

Emotional Bank Account (EBA)

The Emotional Bank Account (EBA) is an idea Stephen Covey discussed in his book, 7 Habits for Highly Effective People. In this book, he suggests that each individual relationship has its own “EBA” balance sheet similar to a simple checking account. EVERY interaction we have with another human being has the potential for adding deposits into that account, or for making withdrawals from the account. In order to keep our EBA “in good standing”, we must make more deposits than withdrawals, and pay attention to the relative values (i.e. interactions which disappoint or deflate, even if unintentional, may carry BIG withdrawal values). If our withdrawals exceed our deposits, we risk bankrupting the relationship.

SO...DEPOSIT, DEPOSIT, DEPOSIT

Key Idea: In interactions with ALL others, be intentional about making more deposits than withdrawals:

- Keep Commitments
- Use “magic words” please, thanks, excuse me etc. Greetings!
- Apologize/ admit own faults
- Really LISTEN empathetically
- Random acts of kindness
- Build up folks in presence of others
- Add your own...

When we do this in our mentoring relationships, we build trust and strengthen our relationships, and therefore build a strong foundation for positive support!

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