

# Emotional Bank Account

## What It Is

The Emotional Bank Account (EBA) is a metaphor for the amount of trust that exists in a relationship. When we make deposits, we build and repair trust in relationships; when we make withdrawals, we break down and lessen trust in relationships.

## Practice the Plays

Reflect on how you can model creating a strong **Emotional Bank Account** in your role as principal or coordinator with these reflection prompts:

- Identify an important work relationship that isn't as good as you want it to be. Think of three things you think the person you identified would consider as deposits. How could you use that thinking to build your **Emotional Bank Account** with them?
- Think about your interactions with staff, students, and families. What are some examples of deposits and withdrawals for each stakeholder group?

## Review the Tapes

The 7 Habits Reflection video series is an incredible way to connect with each of the highly effective practices for personal and professional growth. Tap into this video series on your own or through regular staff boosters to support the kind of learning and development that helps your school's leadership culture thrive.

- [Building Trust With EBA Deposits](#)

## More Ways to Play



**Communicate the importance of leadership learning.** Utilize schoolwide gatherings, such as school assemblies or daily morning announcements, to share the importance of the Emotional Bank Account. Tap into these [assembly](#) and [announcement](#) resources to get started.



**Provide concrete support for direct lessons.** Apologizing and righting wrongs are important elements of the Emotional Bank Account. These competencies help us build high-trust relationships with others. Invite a teacher to model a lesson about repairing trust. Consider [Level 3: Module 20](#).



**Designate time for staff boosters.** The Emotional Bank Account teaches us the power of making small deposits over time to build large account balances. We know that sincere and consistent deposits make for a strong EBA. Use Activity #13 from the [7 HaBITS Round-Up](#) to promote EBA deposits at this month's staff meeting.